

	ONE2ONE POLICY			
	Title	Pricing of Supports and Services	Policy No	34
	Indicator	CM2 – Governance and Operational Management	Review Date	

1. PURPOSE AND SCOPE

This policy provides One2One’s guidelines for pricing NDIS supports, fees and charges and payment requests, in line with the NDIS Pricing Strategy. The Pricing Policy coincides with One2One’s Service Agreement Management Policy.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

2. POLICY STATEMENT

One2One charges fees that are described in the NDIS Price Guide. Our fees are agreed in an annual Service Agreement and One2One Service Schedule (OSS).

3. DEFINITIONS

The NDIA sets price limits for some supports to ensure they provide value for money for participants. Changes to prices are updated to respond to market trends and changes in costs and are generally identified through the NDIS Annual Price Review, with any new prices outlined in an updated price guide, effective 1 July each year. The prices are published on the NDIS website:

<https://www.ndis.gov.au/providers/price-guides-and-pricing>

4. PERFORMANCE STANDARDS

- One2One will adhere to the NDIS Price Guide or any other NDIA pricing arrangements and guidelines.
- One2One will declare relevant prices to consumers before delivering a service including any notice periods or cancellation terms. These prices are sourced from the NDIS Price Guide and are referred to in the consumer’s Service Agreement and One2One Service Schedule (OSS). We understand that consumers are not bound to engage our services after prices are declared.
- Prices charged to consumers will not exceed the price level prescribed for that support in the NDIS Pricing Guide.
- Regardless of whether One2One manages the support, or if it is managed by the NDIA or a third party, no other charges are added to the cost of the support such as:
 - credit card surcharges
 - any additional fees such as ‘gap’ fees, late payment fees.
- Cancellation fees are only chargeable if specifically mentioned in the NDIS Price Guide for that support. One2One’s Cancellation Policy is written into our Service Agreement.
- One2One will make payment requests only after supports have been provided and within a reasonable time (no later than 60 days from the end of the Service Booking).

- The NDIS document Understanding the Price Guide explains the key changes in the Price Guide and Support Catalogue and how they might affect participants, their families, and carers.

It is important for participants to understand all of the prices they might be charged, so they can be confident of receiving value for money from their plan budget.

One2One will refer participants to this Guide on the NDIS website:

<https://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/understanding-price-guide>

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One