



**MULTICAP**<sup>®</sup>

HIGH NEEDS DISABILITY SUPPORT

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This letter was sent to  
Multicap customers  
on 7 July 2020

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Dear valued Multicap customer and/or representative

Thank you for selecting Multicap to provide your National Disability Insurance Scheme (NDIS) funded services and support. We have some information to share with you regarding price changes announced by the National Disability Insurance Agency (NDIA) that come into effect from 1 July 2020, and how those changes might affect you, your family and your carers.

### **National Disability Insurance Scheme (NDIS) Price Guide 2020 – 2021**

The NDIA has released the NDIS Price Guide and Support Catalogue for 2020 – 2021, effective from 1 July 2020. The NDIA has announced price increases for many NDIS services, and has indicated that your NDIS plan will be indexed from 1 July 2020 to cover these price increases. The full Price Guide and Support Catalogue is available on the NDIA website: [www.ndis.gov.au/providers/price-guides-and-information](http://www.ndis.gov.au/providers/price-guides-and-information)

We are advising you that Multicap will adjust our pricing from 1 July 2020 following the announcement of the changes in the NDIS Price Guide. Multicap will continue to provide you with the quality services you have requested and claim against your plan and service booking. Our staff will continue to support you to get the maximum benefit from the funds allocated to you in your NDIS Plan.

Some of the new changes introduced by the NDIA include:

#### **1. Cancelling Services at Short Notice**

If you cancel a service at short notice, or do not attend your service, Multicap is able to claim an amount from your NDIS funded plan. The NDIA temporarily increased the cancellation amount from 90 per cent of the agreed support price of the service to 100 per cent, in response to the COVID-19 pandemic. The NDIA has decided that the cancellation rate of 100 per cent of the agreed support price of the service will be permanent as of 1 July 2020.

The NDIA sets minimum notice periods for claiming cancellation amounts. During COVID-19, the NDIA allowed service providers to change these notice periods. Multicap did not change the cancellation minimum notice timeframes in response to COVID-19, so you will not notice any changes as our timeframes remain unchanged.

#### **2. COVID-19 Price Limits**

The NDIA announced a special 10 per cent temporary increase on certain Core and Capacity Building support price limits in March 2020, in response to COVID-19. This extra 10% increase came to an end on 30 June 2020.

### **3. Temporary Transformation Payment (TTP)**

Multicap currently charges the TTP rate for some of the services we provide. The TTP is a conditional loading included in your plan by the NDIS to help service providers like Multicap with the increased administration costs of the NDIS. We are pleased to tell you that from 1 July 2020, the percentage of the TTP decreases from 7.5 per cent to 6 per cent. Multicap confirms that it is compliant with all of the NDIA requirements in relation to TTP. Updated TTP pricing for applicable Multicap services is available on our website: [www.multicap.org.au/ndis-pricing](http://www.multicap.org.au/ndis-pricing).

### **4. Supported Independent Living (SIL)**

The NDIA has announced that the current quoting and negotiation process for SIL supports will be replaced by a new, simplified process. If you have an existing SIL quote, it will remain in place until the end of the quoted period. We do not yet know the details of the new process, however we will continue to consult with you about the roster of care and other parts of the SIL service you receive from us, and we will provide further explanation regarding the changes as they are announced.

### **5. Group-Based Supports**

The NDIA has announced new optional arrangements for group-based supports, as of 1 July 2020, which include capital centre costs and non-customer facing costs. These are not extra charges, as they are currently included in the agreed support price for these services.

Multicap will not implement these changes straight away, so your NDIS statement from Multicap will look the same as it does now. Multicap will transition to these new arrangements during the coming year, and more information on this change and what it means for you will be provided to you at a later date.

If you have any further questions about any of these changes, or wish to discuss how this affects your Service Agreement with Multicap, please do not hesitate to contact your Multicap Service Representative.

Thank you again for choosing Multicap to provide your services and support.

Yours sincerely



Joanne Jessop  
**Chief Executive Officer**