

s47E(c), s47F

**From:** Minister Butler DLO s47E(d) @Health.gov.au>  
**Sent:** Wednesday, 11 June 2025 4:17 PM  
**To:** s47E(c), s47F  
**Subject:** FW: For Action: MS25-000075 - Annual Pricing Review 2024-25 [SEC=OFFICIAL]  
**Attachments:** MS25-000058 Signed.pdf; Attachment A - Annual Pricing Review Report 2024-25.pdf

FYI – MS re pricing review developed for McAllister, cc'ed to Butler. McAllister noted this today –it was not copied to us prior to it going to her.

(ignore inconsistent PDR numbering - MS25-000058 was the previous record that was accidentally closed and a new PDR (MS25-000075) was created)

Yindamara (respect),  
 s47E(c), s47F

If using assistive software, the message ends here. Email signature below.

s47E(c), s47F  
 Interim Departmental Liaison Officer – Disability and NDIS

*The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.*

[National Relay Service](#)



**From:** noreply@pws.gov.au  
**Sent:** Wednesday, 11 June 2025 11:13 AM  
**To:** Minister Butler DLO  
**Subject:** For Action: MS25-000075 - Annual Pricing Review 2024-25 [SEC=OFFICIAL]

**SEC=OFFICIAL**

### PDMS CC NOTIFICATION (for information only)

You are receiving this notification because s47E(c), s47F copied you into the following:

s47E(c), s47F has assigned PDMS record MS25-000075 to Parliamentary Coordinator MS.

<b>Record</b>	<b>MS25-000075</b>	Annual Pricing Review 2024-25
<u>Assigned to</u>		Parliamentary Coordinator MS
<u>Current status</u>		Ready For Publication

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Next Action

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**Processing instruction** Hi Team - please see minsub noted by Minister McAllister on 11 June 2025.  
Comments: I note the Board has made a number of changes since release of FWC decision last week.  
Thank you.

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**Due dates** Due for Clearance

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Due for Executive Action

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**Actions** To view this record, open [Google Chrome or Microsoft Edge](#) browser and visit this link: [MS25-000075](#).

For more information about this record, please contact s47E(c), s47F [REDACTED].

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For help with PDMS, please visit the [PDMS intranet page](#) or contact PDMS Support ([mailto:s47E\(d\)@ndis.gov.au](mailto:s47E(d)@ndis.gov.au)).

Thank you

### PDMS Notification Service

*Please do not reply to this message.*

### CC Recipients:

DLO - Mark Butler MP (s47E(d) [REDACTED]) [@health.gov.au](mailto:[REDACTED]@health.gov.au)

**SEC=OFFICIAL**

**From:** [Minister Butler DLO](#)  
**To:** s47E(c), s47F  
**Subject:** FW: MS25-000085 - Transitional Loading for Quality Supported Independent Living and Early Childhood Therapy Providers [SEC=OFFICIAL]  
**Date:** Tuesday, 10 June 2025 12:21:29 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[MS25-000085 Transitional Loading for Quality Supported Independent Living and Early Childhood Therapy Providers 7.6.25.docx](#)  
[image004.png](#)  
[image005.png](#)

Folks, for visibility only – MS submitted to McAllister, cc'ed to Butler.

Yindamara (respect),  
s47E(c), s47F

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s47E(c), s47F

Interim Departmental Liaison Officer – Disability and NDIS

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[National Relay Service](#)



**From:** Heffernan, Jane

**Sent:** Saturday, 7 June 2025 4:07 PM

**To:** s47E(c), s47F ; Minister McAllister DLO ; MARTIN, Nick ; Minister Butler DLO

**Cc:** s47E(c), s47F ; ADMIN.OFFICE ; MINISTERIAL

**Subject:** MS25-000085 - Transitional Loading for Quality Supported Independent Living and Early Childhood Therapy Providers [SEC=OFFICIAL]

Good afternoon,

Please see attached submission MS25-000085 - Transitional Loading for Quality Supported Independent Living and Early Childhood Therapy Providers.

This has been provided through PDMS but also providing via email due to the timeframes.

Cheers,

Jane

**Jane Heffernan**

Branch Manager

Board Secretary, Ministerial and Parliamentary

**National Disability Insurance Agency**

**M:** s47E(c), s47F **E:** s47E(c), s47F @ndis.gov.au

**EA:** s47E(c), s47F @ndis.gov.au)

NDI



The NDIA acknowledges the Traditional Custodians of Country throughout Australia and

their continuing connection to land, sea and community. We pay our respects to them and their cultures and to Elders past, present and emerging.



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By the Department of Health, Disability and Ageing

**From:** s47E(c), s47F  
**To:**   
**Cc:**   
**Subject:** McAllister & Butler - NDIS Annual Pricing Review - lines + Q&A [SEC=OFFICIAL]  
**Date:** Wednesday, 11 June 2025 1:59:34 PM  
**Attachments:** [100625 APR IPC TPs + Q&A Final - for PMO.docx](#)

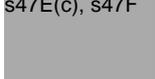
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Hi team,

The NDIS Annual Pricing Review will be published on the website at 2pm. Some of the reduced price limits may cause concern amongst providers so we have prepared some pack lines for below just in case.

I have also attached a more extensive doc with a Q&A if helpful. This has also gone to PMO.

Thank you,

s47E(c), s47F  


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- The NDIS is making a real difference in the lives of Australians. It helps over 717,000 people with disability be more independent, find work, study and have greater choice and control over how they want to live their life.
- Today the NDIA have released their Annual Pricing Review (APR), which determines the price of supports across the NDIS. This is a routine decision, carried out by the Agency to ensure NDIS pricing is fair and in line with industry standards.
- This year, the Agency also commissioned an Independent Report into Pricing, which informed the pricing decision in the APR.
- The Review recommends new prices for some therapy supports to ensure NDIS participants are paying a fair price which is in line with other Australians.
- The Agency's analysis found that NDIS participants are paying more than other consumers on supports like physiotherapy and podiatry.
- A fairer price means NDIS participants' plans go further and aren't run down as fast.
- Importantly, today's decision also means our frontline disability

support workers receive the pay rise they are entitled to. This reflects the increase to the minimum wage in the Social, Community, Home Care, and Disability Services Industry Award 2010 and Superannuation Guarantee.

- More than 10.5 million therapy transactions were used to inform therapy pricing recommendations, along with benchmarking across Medicare data, private health insurance claims and data from 13 government schemes.
- Our government is committed to making the NDIS the best it can be.
- We are focused on making prices better fairer, and more transparent for providers, participants, workers and the Australian taxpayer.

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## TOPLINE

- The NDIS is making a real difference in the lives of Australians.
- It helps over 717,000 people with disability be more independent, find work, study and have greater choice and control over how they want to live their life.
- Today the NDIA have released their Annual Pricing Review, which determines the price of supports across the NDIS. This is a routine decision, carried out by the Agency to ensure NDIS pricing is fair and in line with industry standards.
- This year, the Agency also commissioned an Independent Report into Pricing. The report conducted detailed examination of pricing data and patterns. The findings of the Report helped inform the pricing decision in the Annual Pricing Review.
- The Review recommends new prices for some therapy supports to ensure NDIS participants are paying a fair price, in line with other Australians.
- The Agency's analysis found that NDIS participants are paying more than other consumers on supports like physiotherapy and podiatry.
  - For example, the new NDIS hourly price limit of \$193.99 for Physiotherapy is up to 29 per cent above MBS and Private Health Insurance benchmarks in eastern states.
  - A fairer price means NDIS participants' plans go further and aren't run down as fast.
- Importantly, today's decision also means our frontline disability support workers receive the pay rise they are entitled to.
- This reflects the increase to the minimum wage in the Social, Community, Home Care, and Disability Services Industry Award 2010 and Superannuation Guarantee.
- More than 10.5 million therapy transactions were used to inform therapy pricing recommendations, along with benchmarking across Medicare data, private health insurance claims and data from 13 government schemes.
- Our government is committed to making the NDIS the best it can be.
- We are focused on making prices better fairer, and more transparent for providers, participants, workers and the Australian taxpayer.
  - That means ensuring participants are not overcharged.
  - That means ensuring our investment in the NDIS is going to our frontline workers providing critical supports day in, day out.
  - That means cracking down on dodgy providers overcharging participants or seek to make a quick buck without delivering meaningful outcomes for the people who need it most.

**Pricing changes taking effect from 1 July 2025:  
TABLE OF THERAPY PRICE CHANGES**

Type of Therapist	Current hourly price limits before 1 July 2025	New hourly price limits as of 1 July 2025	Price difference
Physiotherapist	\$193.99/\$224.62	\$183.99	-\$10 (NSW/VIC/QLD/ACT) -\$40.63 (WA/SA/NT/TAS)
Dietitian, Podiatrist	\$193.99	\$188.99	-\$5
Psychologist	\$222.99/\$244.22	\$232.99	\$10 (NSW/VIC/QLD/ACT) -\$11.23 (WA/SA/NT/TAS)
Therapy Assistant - Level 1	\$56.16	\$56.16	\$0
Therapy Assistant - Level 2	\$86.79	\$86.79	\$0

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## Q&A

### Prices - Why are you putting down prices/ What have we done to keep prices down?

- NDIS participants should be paying a fair price for services and supports, in line with other Australians.
  - For example, the new NDIS hourly price limit of \$193.99 for Physiotherapy is up to 29 per cent above MBS and Private Health Insurance benchmarks in eastern states.
  - For example, the new NDIS hourly price limit of \$188.99 for a subsequent consultation in a room for Dietetics. An equivalent for the same session through the Department of Veterans Affairs is \$70.80 for 30 minutes equalling \$141.60 per hour
- A fairer price means NDIS participants' plans go further and aren't run down as fast.
- For almost a decade, the Coalition allowed mismanagement and rorts to fester within the NDIS. They opened the doors for dodgy providers to charge participants more – simply because they were on the NDIS.
  - Christian, a NDIS participant from Victoria, found out after doing his own research that a company was trying to charge him triple the price of a bed hoist remote
- It's why when we came to government, our first priorities were fixing this. We:
  - Established a pricing taskforce, chaired by the NDIA, NDIS Quality and Safeguards Commission and ACCC to tackle illegal overcharging,
  - Strengthened the NDIS Code of Conduct
- Our measures are working to stop dodgy providers from overcharging participants and ensure participants are getting value for money.
- Today's pricing decision continues our government's record, helping ensure participants don't pay more than they have to, for the supports they need.
- It also ensures that our investment in the NDIS is going to the frontline workers delivering valuable services to help participants connect with their communities and live more independently.
- Our government is committed to making the NDIS the best it can be. We are focused on making prices better fairer, and more transparent for providers, participants, workers and the Australian taxpayer.

### Providers – impact on providers? Will providers exit?

- We understand some of the pressures providers are facing. Our government is committed to making the NDIS the best it can be – and that includes improving conditions for good providers who are providing high quality services.

- It's why our reform to the Scheme is so important.
- We have heard the NDIS Review's recommendation that a new price setting approach would improve incentives for providers to deliver quality supports.
- The Albanese Government has commissioned a suite of reports to understand how we can better set pricing and are considering recommendations as part of a robust and transparent approach to pricing.
- We know there is more to do. Our government is focused on helping ensure prices are fairer, more consistent and transparent for providers, participants, workers and the Australian taxpayers.

### **If pushed?**

- Our government is committed to helping ensure prices are fairer, more consistent and transparent for providers.
- We also are working to give quality providers the confidence to continue delivering greater support. This includes the work we've already done to create a fairer market by cracking down on dodgy providers who put participants at risk
- For almost a decade, the Coalition allowed mismanagement and rorts to fester within the NDIS. They let dodgy providers undermine the integrity of the Scheme.
- That's why in our first term, the Albanese Government:
  - Introduced a Quality framework in Disability Employment Services and public ratings on the quality of services delivered by providers
  - Invested in the NDIS Commission, equipping them with more staff, better technology and stronger powers needs to keep people with disability out of harm's way, and make sure providers and workers do the right thing
  - Established the Fraud Fusion Taskforce and the Crack Down on Fraud program – to ensure every dollar of NDIS funding is spent on high quality services for those who need it.
- Our measures are working to remove NDIS providers that are doing the wrong thing and seeking to exploit Australians who rely on this life changing scheme.

### **Are these changes all designed to cut the Scheme's costs?**

- The Annual Pricing Review is a routine decision carried out by the Agency. They use the broad range of data sets to determine prices that are in line with industry standards.

### **Why haven't you given more notice of these changes?**

- Each year the Agency completes an Annual Pricing Review for the new financial year.
- The Review follows the Fair Work Commission's minimum wage decision, and the Agency committed to releasing the Review within 5 working days of this decision which was made on 3 June.

- The NDIA is adjusting the APR timeline to improve implementation and provide earlier advice to the sector in future years.

### **Why have the travel pricing arrangements been capped?**

*The APR recommends capping the rate for travel to 50% of the price limit.*

- In some instances, participants were being charged more for travel than they were for the therapy service itself.
- A fairer price means NDIS participants' plans go further and aren't run down as fast.
  - For example, a NDIS participant who lives 3 hours from Kalgoorlie may require psychologist services, situated in Kalgoorlie. They would be charged with 7 hours of claimable time (6 hours of travel & a 1 hour session).
  - Under the new price limits set out by the APR, the participant would be charged \$1,304.76\* + non-labour travel expenses, compared to \$2,283.33 + non-labour travel expenses, based on the 2024-25 APR.
- The updated therapy travel claiming rules encourage more efficient scheduling by providers and provide clear cost expectations for participants to help them get better value from their funding.

### **When will you release the Duckett Review?**

- The NDIA has committed to publicly releasing the Duckett Review, once it has been considered by the NDIA Board.

### **Why are price limits for therapy being reduced?**

- The NDIA have comprehensively assessed a broad range of data to compare how therapy services are priced across a range of funding contexts.
- From this, they have determined that the current NDIS price limits for physiotherapists, dieticians and podiatrists are higher than other market rates, such as those being billed by private health insurance or Medicare.

### **Why have you removed state loadings?**

- In 2019, the NDIA introduced higher price limits for psychologists and physiotherapists in some states as a short-term measure to support market development.
- These premiums were not intended to be permanent and were to be reviewed once better data became available.
- The NDIA now has that data - and it shows that the costs of delivering physiotherapy are broadly consistent across states.
- Aligning with broader market rates supports long-term sustainability and fairness for all participants.

### Removing loadings and thin markets?

- We want all NDIS participants to access the reasonable and necessary supports they need, no matter where they live.
- Our government is looking at ways to ensure more people can access the services they need. We're engaging regional, rural and remote communities to trial new ways to commission and deliver services, which seek to address services gaps and deliver better outcomes for participants in regional and remote communities.
  - For example, the Albanese Government has invested in a pilot program in Maningrida to trial alternative commissioning approaches in thin markets where there are not enough services available to meet participants' needs. The pilot will help provide valuable information on how we can ensure participants in remote and First Nations communities can better access supports
- Our government wants the NDIS to work for participants, and we are always interested in hearing feedback about how we can ensure better quality supports.
- Plan management is now largely delivered online – which means the regional and remote loadings that previously applied – were not

### If asked about the release of the Independent Health and Aged Care Pricing Authority report into NDIS pricing

- The Independent Health and Aged Care Pricing Authority's advice has been provided to the Government.
- The Government is carefully considering the IHACPA report and will release the report in due course.
- IHACPA's report is not related to the 2024-25 Annual Pricing Review and the decisions of the NDIA Board on pricing.
- IHACPA were asked to take a longer-term view of pricing approaches.
- Any potential move to an independent pricing body would require a considered and structured multi-year transition, allowing time to establish necessary capability and governance arrangements.
- This would include consideration of legislative amendments, resourcing and collection of the necessary data needed to inform NDIS pricing.

### If asked about IPC Report?

- Our government wants to ensure that pricing under the NDIS is fairer and transparent for providers and participants.
- It's why last year Minister Shorten commissioned the Independent Pricing Commission Report. It is one of many products which will help inform our

thinking around price setting, which was a recommendation set out in the NDIS review.

- The Report outlines a roadmap towards differentiated pricing to achieve wider benefits for participants and the Scheme.
- We are considering recommendations to ensure we have a robust and transparent approach to pricing in place.

### **What is differentiated pricing?**

- In late 2024, the Minister established an Independent Pricing Committee (IPC) to support the development of the Annual Pricing Review (APR) and provide recommendations to the NDIA Board.
- To guide NDIS pricing approaches, the IPC offers a framework for classifying supports based on how they deliver benefits to participants and the nature of costs incurred by providers.
- Differentiated pricing is different ways of pricing supports based on these benefits and costs to participants and providers.
- It moves beyond the assumption that hourly pricing is always appropriate and instead introduces a more structured way to assess when different pricing approaches may be beneficial.

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**From:** s47E(c), s47F  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: NDIS | APR and IPC | Media, communications and engagement plans [SEC=OFFICIAL:Sensitive]  
**Date:** Saturday, 7 June 2025 1:41:46 PM  
**Attachments:** [image001.jpg](#)  
[image002.jpg](#)  
[image003.jpg](#)  
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[image002.jpg](#)  
[image003.jpg](#)

That's them!

s47E(c),  
s47F

ne 2025 at 7:47:05 am AEST, s47E(c), s47F @pm.gov.au> wrote:

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**OFFICIAL: Sensitive**

Thank s47E(c), s47F I have the reports from PMC now. I've attached them just to be doubly sure they are the same as you have. s47E(c), s47F

**From:** s47E(c), s47F @health.gov.au>  
**Sent:** Friday, 6 June 2025 5:04 PM  
**To:** s47E(c), s47F @Health.gov.au>; s47E(c), s47F @pm.gov.au>  
**Cc:** s47E(c), s47F @Health.gov.au>; s47E(c), s47F @Health.gov.au>  
**Subject:** RE: NDIS | APR and IPC | Media, communications and engagement plans [SEC=OFFICIAL]

Hi s47E(c), s47F

Here are the briefs for background. Let us know if you'd like the actual reports.

s47E(c), s47F

**From:** s47E(c), s47F @Health.gov.au>  
**Sent:** Friday, 6 June 2025 4:56 PM  
**To:** s47E(c), s47F @pm.gov.au>  
**Cc:** s47E(c), s47F @Health.gov.au>; s47E(c), s47F @health.gov.au>; s47E(c), s47F @Health.gov.au>  
**Subject:** Fwd: NDIS | APR and IPC | Media, communications and engagement plans [SEC=OFFICIAL]

Here are the draft materials NDIA sent up so you have an idea.

We went back with no drop and only one release.

There's a few briefs around the place that might be handy if we could flick to s47E(c), s47F pls.

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Sent from [Workspace ONE Boxer](#)

----- Forwarded message -----

**From:** O'Byrne, Tom s47E(c), s47F @ndis.gov.au>  
**Date:** 6 June 2025 at 10:02:53 am AEST  
**Subject:** NDIS | APR and IPC | Media, communications and engagement plans [SEC=OFFICIAL]  
**To:** s47E(c), s47F @aph.gov.au> s47E(c), s47F @Health.gov.au> s47E(c), s47F @Health.gov.au>  
**Cc:** s47E(c), s47F @ndis.gov.au> s47E(c), s47F

s47E(c), s47F <[redacted]>  
 s47E(c), s47F <[redacted]>  
 s47E(c), s47F <[redacted]>  
 s47E(c), s47F <[redacted]>

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Good morning [redacted]

For your awareness, find below our communications, engagement and media plans associated with the release of the Annual Pricing Review and Independent Pricing Committee Report due next Wednesday, 11 June.

s22 [redacted]

Once you have considered let us know if you would like to discuss today – we can arrange a meeting.

Document	Attachment	Comment
Media Positioning Plan	[redacted]	Includes two Agency media releases – one regarding APR and one regarding IPC s22 [redacted]

**Q&A**

Communications and Engagement Plan	[redacted]	[redacted]
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Cheers,  
Tom

**Tom O’Byrne**  
 Branch Manager  
 Media | Strategic Communications Division  
**National Disability Insurance Agency**

E: [redacted]@ndis.gov.au

M: [redacted]



[redacted]

The NDIA acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures and to Elders past, present and emerging.



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**From:** s47E(c), s47F  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** 20250610 APR and IPC TPs.docx [SEC=OFFICIAL]  
**Date:** Tuesday, 10 June 2025 2:37:58 PM  
**Attachments:** [20250610 APR and IPC TPs.docx](#)

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Hey here are our offices draft lines and QA.

Happy for you to reconcile.

We'd like to print off for the Minister soonish.

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By the Department of Health, Disability and Ageing

## TPs

- The NDIS is making a real difference in the lives of Australians.
- It helps over 717,000 people with disability be more independent, find work, study and have greater choice and control over how they want to live their life.
- Today, the National Disability Insurance Agency has announced the outcomes of its Annual Pricing Review.
- The pricing changes ensure NDIS participants are charged in line other Australians that may be receiving supports from Medicare or Private Health Insurance.
- Importantly, it means our frontline disability support workers receive the pay rise they are entitled too.
- This reflects the increase to the minimum wage in the Social, Community, Home Care, and Disability Services Industry Award 2010 and Superannuation Guarantee.
- The pricing changes will be implemented from 1 July 2025 and they won't impact current participants' plans. Participants current unspent funds will be automatically increased to cover the new prices.
- More than 10.5 million therapy transactions were used to inform therapy pricing recommendations, along with benchmarking across Medicare data, private health insurance claims and data from 13 government schemes.
- The Agency found NDIS participants were paying a large premium on comparable services.
- For example, the new NDIS hourly price limit of \$193.99 for Physiotherapy is up to 29 per cent above MBS and PHI benchmarks in eastern states.
  - This was up to 55-68% higher in WA, SA, NT, and TAS where there was an additional loading.
- These changes are part of the NDIA's work to improvements NDIS pricing to strengthen the NDIS and ensure funding supports outcomes for participants.
- The NDIA will review therapy pricing to assess whether current price limits and market settings remain appropriate for therapy types.
- The Independent Pricing Committee's final report, also released today, outlines a roadmap towards differentiated pricing to achieve wider benefits for participants and the Scheme.

- The report sets out a staged implementation approach to pricing reform based on consultation, data improvement and ongoing market monitoring.
- The Agency has welcomed the Committee's findings and said they will continue to make progressive improvements to NDIS pricing to strengthen the NDIS.

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By the Department of Health, Disability and Ageing

## Pricing changes taking effect from 1 July 2025:

The NDIA will:

### *Increases*

- increase the price limits for nursing and other supports not covered by Disability Support Worker-related supports, Capital supports or otherwise covered in the APR by 3.2%, effective 1 July 2025. This is in line with the current approach to indexation.
- adjust the price limits for supports determined by the NDIS Disability Support Worker Cost Model, effective 1 July 2025 by 3.95%. This adjustment reflects the increase to the minimum wage in the Social, Community, Home Care, and Disability Services Industry Award 2010 and Superannuation Guarantee.
- index the price limits for Level 1: Support Connection services and Psychosocial Recovery Coaches service in line with indexation of supports determined by the Disability Support Worker Cost Model. This is in line with the current approach to indexation of this item.

### *Decreases*

- remove the state and territory differentiated pricing arrangement for supports delivered by a Physiotherapists and Psychologists from 1 July 2025.
  - The national price limit for supports delivered by a Physiotherapist will decrease by \$10 to a new national price limit of \$183.99 per hour on 1 July 2025.
  - The national price limit for supports delivered by a psychologist will increase \$10 to a new national price limit of \$232.99 per hour on 1 July 2025.
- lower the price limit for supports delivered by a Dietitian by \$5 to a new national price limit of \$188.99 per hour on 1 July 2025.
- lower the price limit for supports delivered by a Podiatrist by \$5 to a new national price limit of \$188.99 per hour on 1 July 2025.
- reduce the rate and cap provider travel claims for therapy supports, limiting the total claimable amount for labour time component, to no more than 50% of the applicable therapy 10-minute price limit on a pro rata basis.
- Remove the one-off establishment fee for plan management.
- Remove remote and very remote loadings for plan management, noting that plan management is not typically delivered as a face-to-face service.

### *No change*

- maintain the existing price limits for Level 2: Coordination of Supports and Level 3: Specialist Support Coordination, in alignment with current NDIS reforms.
- Maintain the current monthly fee for plan management.

### *Changes to methodology*

- present therapy price limits in 10-minute increments from 1 July 2025 to encourage greater flexibility in session lengths and improve alignment between claimed time and services delivered.

## Examples of therapy pricing data:

The NDIA benchmarks prices for NDIS supports to ensure participants receive value for money. Benchmarking ensures NDIS participants are charged in line with other Australians that may be receiving supports from Medicare or Private Health Insurance.

### Physiotherapy

- NDIS price limits for physiotherapy in some states are significantly higher than market rates, up to 68% higher than PHI and 55% higher than MBS benchmarks.
- The NDIS hourly price limit of \$193.99 for Physiotherapy (or \$224.62 in WA, SA, NT and TAS) is 22-29% above MBS and PHI benchmarks in eastern states, and up to 55-68% higher in WA, SA, NT, and TAS.
- From 1 July 2025 the price limit for physiotherapists will be \$183.99 across all jurisdictions.

### Psychology

- This NDIS hourly price limit of \$222.99 in NSW/VIC/QLD/ACT is below the key benchmark in the MBS and PHI datasets.
- From 1 July 2025 the national price limit for psychologists will be increased to \$232.99 per hour.
- The \$10 increase to the psychology price limit to \$232.99 per hour brings NDIS pricing into closer alignment with the broader market while maintaining price stability.

### Podiatry

- The NDIS limit of \$193.99 per hour is 5.8% above the PHI 75<sup>th</sup> percentile of \$183.40 per hour and 48% above the MBS 75<sup>th</sup> percentile of \$131.10 per hour.
- Given the size and consistency of this gap, there is a strong rationale to reduce the NDIS price limit to better align with the broader market and support long-term sustainability.
- From 1 July 2025, the new price limit for podiatrists is \$188.99 per hour.

### Dietetics

- Benchmarking shows the current NDIS price limit for dietitians is above broader market rates.
- The current NDIS price limit of \$193.99 per hour is substantially higher than both the PHI 75<sup>th</sup> percentile rate of \$162.30 per hour and the MBS 75<sup>th</sup> percentile rate of \$141.10 per hour. This represents a divergence of approximately 19.5% above PHI and 37.5% above MBS.
- The new price limit for dietitians is \$188.99 per hour.

**What do these changes mean for current participants?**

- There is no change to participant plans as a result of price decreases.
- Where there is an increase in price limits, current plans will be increased accordingly. New plans will be created at the revised rates.
- It is important that participants do not pay NDIS premiums for certain therapies, while those same services are being delivered to other Australians at lower rates.
- These changes will help ensure value for participants accessing supports and equality for participants around the nation. The NDIA believes the markets are strong enough that participants will still have access to the supports they need.

**Will this see providers leave the market? What will you do if that happens?**

- As a market steward, the NDIA has a role in creating an efficient and diverse marketplace. This requires continually monitoring and reviewing price control frameworks and other market settings to ensure a fair and optimised market.
- The NDIA will monitor the NDIS market to ensure continuity of supports for participants. We encourage any provider who has financial sustainability concerns to contact the NDIA to discuss their circumstances by emailing [provider.support@ndis.gov.au](mailto:provider.support@ndis.gov.au)

**Are these pricing changes designed to push plan managers out of the NDIS market?**

- No, plan managers continue to play a vital role in the NDIS by assisting participants with financial management of their plans. The current reforms aim to enhance efficiency and value for participants, not to eliminate plan management services. The NDIA acknowledges the importance of plan managers and is working to integrate their services more effectively within the Scheme.
- Remote and very remote loadings were introduced to address barriers to access in thin markets.

**Removing these loadings for plan managers puts those barriers back in place. What will happen to those participants? What will happen to those participants?**

- The number of plan-managed participants in remote areas has more than doubled since 2022, and the top 10 providers now account for up to 38% of plan managed payments in remote regions.
- This suggests that large-scale providers are servicing remote areas efficiently, and that a virtual service delivery for plan management services is increasingly the norm.
- Localised market concerns in thin markets are better addressed through other market stewardship mechanisms.

**Price changes will take effect 1 July 2025, only a few weeks away. Why didn't you give us more time?**

- The 2024-25 APR recommendations will take effect from 1 July 2025, ensuring alignment with the Fair Work Commission's Annual Wage Review outcomes. The Annual Wage Review outcomes were published on Tuesday, 3 June.

- The NDIA is adjusting the APR timeline to improve implementation and provide earlier advice to the sector. From 2025-26, future APR's will be delivered earlier in the year, with recommendations finalised and published well in advance of the financial year.
- This change will take effect from the 2026-27 APR.

#### **What does the publication of 10-minute increments mean in terms of claiming?**

- In the first half of this financial year, 65% of all claims were billed at the maximum hourly price limit. This pattern suggests the hourly benchmark price is taking precedence over tailoring session length and charging to participant need.
- In the first half of this financial year, 65% of all claims were billed at the maximum hourly price limit. This pattern suggests the hourly benchmark price is taking precedence over tailoring session length and charging to participant need. Displaying therapy price limits in 10-minute increments is intended to encourage greater flexibility in billing and service delivery.
- The change will clarify that 1 hour is not a 'default' or 'expected' service length, and that the length of service can vary depending on the agreement between the participant and provider, based on individual needs and circumstances.

Current the pricing arrangements allowing for pro-rata billing, however, the current price limits appear to be functioning as fixed prices. This is shaping claiming patterns where the hourly benchmark price is taking precedence over tailoring session length and charging to participant need.

#### **What does the change to therapy travel claiming rules mean for participants?**

- We are hearing from participants that excessive travel claims for therapy related services are draining participant's plans faster than expected.
- In some cases, travel costs may exceed the value of the therapy service itself.
- The updated therapy travel claiming rules encourage more efficient scheduling by providers and provide clear cost expectations for participants to help them get better value from their funding.

#### **Why is Support Coordination Level 1 being indexed but Level 2 and 3 are not?**

- Analysis indicates consistently that for Level 2 and 3 Support Coordination supply is keeping pace with rising demand and current price limits are not restricting provider entry or market growth for these.
- These price limits will remain unchanged while broader reforms are underway. This includes the Quality Support Coordination Pilot and Navigator reform work. Evidence from this work will support future pricing decisions.
- Into the future, it is expected the skills and experience of Support Coordinators will continue to play a key role in helping participants understand and implement supports in their plan. This role will be further refined as the Navigator reforms are co-designed and implemented.

#### **Why are price limits for therapy being reduced?**

- Data shows the current NDIS price limits for physiotherapists, dieticians and podiatrists are higher than other market rates, such as those being billed by private health insurance or Medicare.
- For example, the NDIS hourly price limit of \$193.99 for Physiotherapy (or \$224.62 in WA, SA, NT and TAS) is 22-29% above MBS and PHI benchmarks in eastern states, and up to 55-68% higher in WA, SA, NT, and TAS.
- These comparative benchmarks are based on new, comprehensive billing datasets, adjusted to hourly rates using validated methods.
- In 2019, the NDIA introduced higher price limits for psychologists and physiotherapists in some states as a short-term measure to support market development.
- These premiums were not intended to be permanent and were to be reviewed once better data became available.
- Data from comprehensive billing data sets shows that the costs of delivering physiotherapy are broadly consistent across states. Aligning with broader market rates supports long-term sustainability and fairness for all participants.

#### **What data was used to inform the changes to the pricing for therapy?**

- This year's APR uses the most comprehensive set of external data to date by significantly expanding its data sources to include more than 10.5 million therapy transactions.
- The NDIA used data gathered from four main sources – Medicare Benefits Schedule data (showing the full fee charged to patients, inclusive of both the government rebate and the patient's co-payment), Private Health Insurance Claims Data from a major private health insurer, website listing data, and data from comparable government schemes.
- These sources provide a broader comparison of how therapy services are priced across a range of funding contexts. It ensures pricing decisions reflect actual market conditions.

#### **What will the therapy pricing review consider?**

- The review will assess existing price limits and help guide the move from one-size-fits-all pricing towards the differentiated pricing approach outlined in the Independent Pricing Committee's report.
- It will consider factors such as practitioner qualifications, workforce availability, service settings, regulatory obligations, and the nature of participant outcomes achieved.
- It will be informed by sector consultations and analysis of provider and market data.
- The review will ensure pricing continues to support participant outcomes, provider sustainability, and service quality.

#### **What is differentiated pricing?**

- In late 2024, the Minister established an Independent Pricing Committee (IPC) to support the development of the Annual Pricing Review (APR) and provide recommendations to the NDIA Board.

- To guide NDIS pricing approaches, the IPC offers a framework for classifying supports based on how they deliver benefits to participants and the nature of costs incurred by providers.
- Differentiated pricing is different ways of pricing supports based on these benefits and costs to participants and providers.
- It moves beyond the assumption that hourly pricing is always appropriate and instead introduces a more structured way to assess when different pricing approaches may be beneficial.

**IF ASKED about the release of the Independent Health and Aged Care Pricing Authority report into NDIS pricing**

- The Independent Health and Aged Care Pricing Authority's advice has been provided to the Government.
- The Government is carefully considering the IHACPA report and will release the report in due course.
- IHACPA's report is not related to the 2024-25 Annual Pricing Review and the decisions of the NDIA Board on pricing.
- IHACPA were asked to take a longer-term view of pricing approaches.
- Any potential move to an independent pricing body would require a considered and structured multi-year transition, allowing time to establish necessary capability and governance arrangements.
- This would include consideration of legislative amendments, resourcing and collection of the necessary data needed to inform NDIS pricing.

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