



## Pricing

## Policies & Procedures

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## TABLE OF CONTENT

| Policy / Procedure                 | Page |
|------------------------------------|------|
| PRICING .....                      | 3    |
| Scope .....                        | 3    |
| When .....                         | 3    |
| Who .....                          | 3    |
| Purpose .....                      | 3    |
| NDIS price guide .....             | 3    |
| Fees and charges .....             | 3    |
| Payment requests .....             | 3    |
| Fraudulent claims .....            | 3    |
| Further Advice or Assistance ..... | 4    |
| Effectiveness and Review .....     | 4    |

# PRICING

## Scope

### When

- Applies to the provision of services to all NDIS clients, except those that are self-managing
- Applies when pricing supports and services, and when processing payment requests

### Who

- Applies to all representatives including key management personnel, directors, full time employees, part time employees, casual employees, contractors and volunteers

## Purpose

This policy provides basic guidelines for pricing NDIS supports, fees and charges, and payment requests.

## NDIS price guide

123 Support Services will adhere to the NDIA Price Guide or any other NDIA pricing arrangements and guidelines.

123 Support Services will declare relevant prices to clients before delivering a service including any notice periods or cancellation terms.

123 Support Services understand that clients are not bound to engage our services after prices are declared.

Prices charged to clients will not exceed the price level prescribed for the support in the Pricing Guide.

## Fees and charges

Regardless if 123 Support Services manage the support, or if it is managed by the NDIA or a third party, no other charges are added to the cost of 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 NDIA Price Guide for that support.

## Payment requests

123 Support Services will make payment requests only after supports have been delivered or provided and within a reasonable time (no later than 60 days from the end of the Service Booking)

## Fraudulent claims

If 123 Support Services make a fraudulent claim, the NDIA retains the right to commence criminal and/or civil proceedings.

## **Further Advice or Assistance**

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

## **Effectiveness and Review**

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.