



26 June 2023

Dear Clients, Families, Guardians and Nominees,

This letter is to let you know about some upcoming changes to the way the NDIS and Bedford manage your supports and services. If you need support to understand this information, you can ask a family member, friend, or Bedford staff member to help.

### **CHANGES TO SERVICE DELIVERY PRICES**

On Friday 16 June 2023 the National Disability Insurance Agency (NDIA) released the *NDIS Pricing Arrangements and Price Limits 2023/24*. The NDIA announced that price limits for services delivered by disability support staff will be increased, effective 1 July 2023. The price increase accounts for the Fair Work Commission's decision to raise wages and implement policies that benefit those in the disability sector.

Bedford is increasing pricing as per the *NDIS Pricing Arrangements and Price Limits 2023/2024*. The increase will help to reduce cost pressures on Bedford's delivery of NDIS supports and services. The increase goes into effect as follows:

- Supported Independent Living (Balyana): Saturday 1 July 2023
- Experiences: Saturday 1 July 2023
- Day Options: Monday 3 July 2023
- Supports in Employment: Monday 3 July 2023

Attached is Bedford's updated NDIS Pricing Schedule. This can also be found on our website at [bedfordgroup.com.au/price-guide](https://bedfordgroup.com.au/price-guide). Should you wish to look at the NDIA's pricing update in more detail, please refer to the NDIS website: [ndis.gov.au/providers/pricing-arrangements/pricing-updates](https://ndis.gov.au/providers/pricing-arrangements/pricing-updates)

### **CHANGES TO PROGRAMS OF SUPPORT**

On Friday 5 May 2023 the NDIA released an update on programs of support. The NDIA stated they increased the maximum duration of a program of support from 12 weeks to six months.

Currently Bedford operate supports and services under the NDIA's program of support model as per our Service Agreement Terms and Conditions. From 1 July 2023 Bedford are changing the maximum duration of our programs of support to six months, in-line with the details in the [NDIS Pricing Arrangements and Price Limits 2023/2024](https://ndis.gov.au/providers/pricing-arrangements/pricing-updates). From this time Bedford's programs of support will typically run for six months. The new program of support dates for our current services will be 1 July 2023 to 31 December 2023 and 1 January 2024 to 31 June 2024. We have updated our Terms and Conditions to reflect changes to the program of support rules.

The Terms and Conditions are attached and can be viewed on the Bedford website at [bedfordgroup.com.au/termsandconditions](http://bedfordgroup.com.au/termsandconditions).

### **What do these changes mean for me?**

The NDIA have said all NDIS plans will be indexed to cover the price increases, resulting in **no interruptions to the delivery of your supports** if you currently have adequate funding. This means there is no action you need to take with Bedford for this change to occur.

Your program of support with Bedford will automatically extend to six months. Bedford will continue to consider requests to review your program of support. You can exit your program of support without cost, subject to a notice period of two (2) weeks. Requests to negotiate changes to the six-month timeframe will be addressed by your service on a case-by-case basis.

Should you wish to look at the NDIA's update in more detail, please refer to the NDIS website: [ndis.gov.au/providers/pricing-arrangements/pricing-updates](http://ndis.gov.au/providers/pricing-arrangements/pricing-updates).

If you have any questions that you would like specifically responded to please email them to Tahlia Gradara, General Manager Client Engagement, at [tgradara@bedfordgroup.com.au](mailto:tgradara@bedfordgroup.com.au) or pass them onto the Manager of your service.

Yours sincerely,



Rachael Griffiths  
Chief Operating Officer, Bedford Services and Advisory