

# **FIGHTING CHANCE**

Apportioned Pricing Update  
Jigsaw



## OBJECTIVES FOR TODAY'S SESSION



- To provide an overview for the Jigsaw community about the changes the NDIA is making to pricing for group programs (including Jigsaw).
- What this means for Jigsaw from 1 June 2021.
- Jigsaw's Implementation timeline for these changes.
- Next steps and what we need from you.
- Other changes to our pricing policy that will be coming into effect 1 June 2021.

## OVERVIEW OF THE NDIA'S CHANGES TO GROUP PROGRAM BILLING

- July 2020 NDIA Price Guide made substantial changes to the way that providers bill for group activities – impacts both Avenue and Jigsaw.
- Providers given 12 months to make these changes – so they will be compulsory across the sector from 1 July 2021.
- Summary of the key changes:
  - No more ratios, instead providers are required to apportion time across a group and bill accordingly.
    - 1:1 – 60 minutes of support in the hour
    - 1:2 – 30 minutes of support in the hour
    - 1:3 – 20 minutes of support in the hour
  - Deconstructing the burger - Centre Capital Costs and Non Face2Face time billed separately for the first time.

## WHY ARE THE NDIA MAKING THESE CHANGES?

- Fundamental structural change to the price guide, impacting group services across the whole sector, not just Fighting Chance.
- Why?
  - NDIS trying to force more individualised practices amongst day programs/group programs.
  - Increased transparency for participants about what they are being charged.
  - Response to sector criticism that a lot of NF2F time can be involved in the delivery of services which providers could not currently charge.
  - Cost reduction effort?
- Fighting Chance already delivering individualised supports (personalised ratios, workers allocated based on ratio, individualised programs), so this is more an unfortunate administrative change for us than a philosophical one.

## KEY ASPECTS OF THIS CHANGE

### Three key elements:

- Apportionment of time: Billing no longer based on ratios, but an individualised apportionment of the time we support each person.
- Centre capital costs: \$2.15 per hour per participant in Jigsaw (Funded \$154,800 per year per hub by the NDIA which is a fraction of what we actually spend on centre capital costs).
- Non Face-to-face time: 12% loading (or 42 minutes per 6 hour day) built into the old ratio pricing; now we need to bill for NF2F time separately. We will be billing 30 minutes for standard NFTF time, 45 minutes for 'complex' participants, and have the ability to charge separately for other things like very complex reports/support letters.

# OVERVIEW OF THE APPORTIONED PRICING CHANGE

Take the example of a team member who attends Jigsaw's training program one day per week at a support ratio of 1:3.

## Billing under the OLD system

6 hours at Jigsaw at the 1:3 line item:

- 6 hours x \$26.45 = **\$158.70**

## Billing under the NEW system

20 minutes x 6 = 120 minutes/2 hours of supports in a 6 hour day

- 2 hours x hourly 1:1 rate of \$58.80 = \$117.60
- **PLUS** 6 hours of Centre Capital Costs of \$2.15 per hour = \$12.90
- **PLUS** 30 minutes of NF2F time at the hourly rate of \$58.80 = \$29.40
- **TOTAL = \$159.90.**

## HOW WILL PRICES CHANGE?

Support Ratio	Old Pricing	New Pricing	Difference
1:1	6 hours at \$60.95 <b>TOTAL: \$365.70</b>	<b>(6 hours support per 6 hours)</b> 6 hours at \$58.80 = \$352.80 PLUS CCC 6 x \$2.15 = \$12.90 PLUS 30 mins NF2F = \$29.40 <b>TOTAL: \$395.10</b>	\$4.90 per hour
1:2	6 hours at \$35.05 <b>TOTAL: \$210.30</b>	<b>(3 hours support per 6 hours)</b> 3 hours at \$58.80 = \$176.40 PLUS CCC 6 x \$2.15 = \$12.90 PLUS 30 mins NF2F = \$29.40 <b>TOTAL: \$218.70</b>	\$1.40 per hour
1:3	6 hours at \$26.45 <b>TOTAL: \$158.70</b>	<b>(2 hours supports per 6 hours)</b> 2 hours at \$58.80 = \$117.60 PLUS CCC 6 x \$2.15 = \$12.90 PLUS 30 mins NF2F = \$29.40 <b>TOTAL: \$159.90</b>	\$0.20 per hour

\* Based on Social, Community and Economic Participation funding category

## DEEP DIVE ON NON FACE-TO-FACE SUPPORTS

- Previously 7 minutes in the hour, automatically included in the hourly ratio rate (42 minutes per day per person).
- To increase transparency and give providers a chance to bill for what they actually do, this has been separated from the base price and must be billed separately – as a number of NF2F minutes billed at the 1:1 hourly rate.
- Cannot be billed for ‘business tasks’ like agreeing service agreements, billing, finance or HR functions.
- Can be billed for supports which improve participant experience - reviewing past session and preparing/setting up for the next, working on/collecting information to improve participant’s outcomes.



## DEEP DIVE ON NON FACE-TO-FACE SUPPORTS

- Jigsaw will be billing each trainee an individualised rate for NF2F supports based on the amount of administration we do for each person, based on three categories:
  - 'Standard' administrative supports – 30 minutes per 6 hour day.
    - 30 minutes at the 1:1 rate of \$58.80 = \$29.40
  - 'Complex' administrative supports – 45 minutes per 6 hour day.
    - 45 minutes at the 1:1 rate of \$58.80 = \$44.10
  - 'One off' administrative supports on an ad hoc basis – billed as supports are requested.
- All participants starting at the Standard Level and we will negotiate an increase to Complex for participants who require additional NF2F time.

# DEEP DIVE ON NON FACE-TO-FACE SUPPORTS

## Standard NF2F Supports – 30 minutes

Standard Non Face-to-Face Supports - Delivered to every Jigsaw Participant daily, weekly, annually	
Writing the Board (i.e. preparing and writing up each person's individualised program for the following day).	<input type="checkbox"/>
Reviewing Trainee records/journal notes/medical or other key information to be able to best support the person during their day.	
Parent/Guardian/Carer Updates, i.e. emails, phone calls.	
Pre- and post-shift staff briefings.	
Zone setup (setting up workstations, boxes, visuals and group training areas)	
Resource development to support each Trainee to progress towards their employment goals (adapting training resources, creating visual aids and cheat sheets, etc).	
Research/Coordination to implement support strategies (disability, behavioural and learning strategies).	
Family reviews and the development of training plans (planning, delivery and follow up).	
Planning social events and extra curricular training (e.g. TAFE).	
Standard NDIS Annual Support Review Letter.	
Standard Quarterly Reports - Upon Request.	

# DEEP DIVE ON NON FACE-TO-FACE SUPPORTS

## Complex NF2F Supports – 45 mins

Complex Non Face-to-Face Supports - Delivered to Jigsaw Participants with High Intensity Support Needs (in addition to Supports outlined in Standard)
Allied health meetings, phone calls, correspondence.
Specialist/additional staff training (internal or external), i.e. BSP implementation training.
Creation of additional/detailed social stories/visuals.
Data collection requested by behaviour therapists.
Incident follow up or crisis meetings (seperate to regular family updates or regular allied health meetings).
Development/review/discussion of medication forms/transfer plans/mealtime assistance plans etc.
Detailed and regular staff training on individual complex behaviour/medical/transfer/mealtime support plans.
Extended daily pre- and debrief.

## One Off NF2F Supports – upon request

Additional Non Face-to-Face Supports - billed Separately upon request
Detailed NDIS Review Letters
One-off engagement or training with Allied Health.
Detailed Quarterly Reports.

## FREQUENTLY ASKED QUESTIONS

- 1. Are CCC and NF2F Support billed proportionate to the hours I attend a hub?**

Yes. So if you/your person attend 3 hours, you are charged 3 hours CCC plus 15 mins NF2F time.

- 2. If I cancel supports outside the cancellation period, am I still billed CCC and NF2F supports?**

Yes. The cancellation fee picks up all aspects of the service that was scheduled.

- 3. How do I know if I/my person will be billed at Standard or Complex NF2F Supports?**

Everyone is starting at Standard and we will reach out if this needs to be increased.

## FREQUENTLY ASKED QUESTIONS

### 4. What if my funding cannot cover the increase, especially if I am supported 1:1?

As always we will put bespoke arrangements in place if these changes negatively impact anyone in our community. However these changes come from the NDIA and packages *should* be indexed accordingly.

### 5. Will I see each of these line items on my invoice?

Yes. One unfortunate aspect of this change is that invoices will be getting a lot longer as each of the three items will be listed separately.

## Any Other Questions?

## SO WHAT DOES THIS MEAN FOR JIGSAW?

- Jigsaw will be transitioning to this new apportioned pricing system from 1 June 2021, in advance of compulsory transition from 1 July 2021.
- No structural changes to our program or approach - already an individualised program.
- Also no structural change to the level of support you/your person receives – if you currently receive 1 hour 1:1 and 5 hours 1:3 supports, this will continue in practice.
- However we will need to work with you on the administrative aspects of this change, and critically signing a new Service Agreement and Schedule of Supports.
- The appearance of your invoices will change and fees will increase slightly in line with the above.

## IMPLEMENTATION TIMELINE AND WHAT WE NEED FROM YOU

- ✓ To 30 April – Community webinars and engagement to explain these changes.
  - Reach out if you have questions or concerns.
  - Community Q+A Drop in 20 April 10am.
  
- ✓ By 3 May - New Service Agreements and Schedules of Support sent to families digitally.
  - If you could execute these documents ASAP that would be greatly appreciated (will be sent via DocuSign to make it easy to return)
  
- ✓ By 31 May – Deadline for new Service Agreements and Schedules of Supports to be returned.
  
- ✓ Throughout April and May – Enormous administrative workload to put the changes into our system.
  - Your patience is greatly appreciated.
  
- ✓ Billing under the new approach to commence 1 June 2021.

## OTHER PRICING POLICY UPDATES

A number of other changes were made to the 2020 NDIS Price Guide and we are using this moment of change to introduce all changes consistently across our organisation.

1. Cancellation Policy – moving from 3pm the day before, to 8am the day before. To give more time for managers to make last-minute changes. Still better than NDIS baseline. Managers have full discretion.
2. Activity-based Transport – moving to charging worker time *and* KMs, and/or other non-labour transport costs, for transport involving the participant.
3. Cab Charge - Cab Charge can be utilised for transport to and from our programs as a last resort.

Moving to consistent billing in line with this policy from 1 June 2021.



If you have questions or concerns please contact:

Paul (Jigsaw CEO) [paul.brown@jigsawaustralia.com.au](mailto:paul.brown@jigsawaustralia.com.au)

Rayni (FC CFO) [rayni@fightingchance.org.au](mailto:rayni@fightingchance.org.au)

Laura (FC CEO) [laura@fightingchance.org.au](mailto:laura@fightingchance.org.au)

Thank you!

The logo for Fighting Chance, featuring the words "FIGHTING" and "CHANGE" stacked vertically in a bold, sans-serif font. The text is white with a slight shadow, set against a dark background. The logo is positioned in the bottom right corner of the slide.

FIGHTING  
CHANGE