

## **Objective**

To establish a transparent, fair, and consistent framework for the pricing and billing of our services. This policy explains how we charge for our services, what we do and don't charge for, and how we set our prices.

## **Scope**

This policy provides guidance about Fighting Chance's pricing and billing policies to:

- Enterprise Management,
- Finance Personnel,
- HQ Shared Services team members.

## **Applicability**

### **When does it apply**

- Whenever Fighting Chance charges a fee for support services delivered to an NDIS registered or non-registered participant through Avenue, Jigsaw, Plus, Plus Clinical and Support Coordination.
- It does not apply to our accommodation services, which operate under different billing rules related to Supported Independent Living (SIL) funding.

### **Who does it apply to**

- Avenue, Plus, Jigsaw, Support Coordination and Plus Clinical.
- Staff in the Fighting Chance social enterprises Avenue, Plus, Jigsaw and our Support Coordination and Plus Clinical businesses.
- All staff involved in the administration of pricing or billing for services delivered as part of one of the social enterprises mentioned above.

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### **Fighting Chance's Overall Approach to Charging for our Services:**

Fighting Chance sets the fees we charge to participants in accordance with the rules set out in the current NDIS Pricing Arrangements and Price Limits.

Pursuant to the rules in the NDIS Pricing Arrangements and Price Limits, we charge for our services based on the number of hours of service provided. Rates will vary depending on the location, time of day and day of the week of the support being billed for.

Under this policy;

- supports delivered at any of our enterprises are compliant with the NDIS Pricing Arrangements and Price Limits.
- supports delivered by our Support Coordination Team are charged in line with Support Coordination line items, and may include non face-to-face time, Provider Travel, Short Notice Cancellation. Centre Capital Costs (CCC) cannot be charged for Support Coordination.
- supports delivered by our Plus Clinical Team are charged in line with the Specialist Behavioural Intervention Support line items or Therapy Supports (as applicable), including non face-to-face time, Provider Travel, Short Notice Cancellations, and NDIA Requested Reports. Centre Capital Costs (CCC) are not charged for clinical/therapy services.

Fighting Chance publishes our prices on our website and this information is accessible to our staff, participants and families at any time: [fightingchance.org.au/our-support/](https://fightingchance.org.au/our-support/)

### **Related Framework Documents**

- Schedule of Supports (this is individualised for each participant)

The latest documents are available on our website: [fightingchance.org.au/our-support/](https://fightingchance.org.au/our-support/)

- Service Agreement
- Support Rates

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## **Billing Rules:**

### **1. Pricing for Avenue, Plus and Jigsaw**

- Under the NDIA’s Pricing System, Fighting Chance’s policy is to charge for services delivered at Avenue, Jigsaw and Plus as follows:

Each participant in Fighting Chance’s enterprises receives a individualised Schedule of Support, based on their individual support and non face-to-face needs.

Each support line item has an hourly rate. The hourly rate charged depending on the ratio a person receives support.

- Someone receiving 1:1 supports is charged the full hourly rate.
- Someone receiving 1:2 support is charge half (1/2) the hourly rate.
- Someone receiving 1:3 support is charged one third (1/3) of the hourly rate.

Additional charges such as Centre Capital Costs and Non-face-to-face time at Avenue, Jigsaw and Plus are calculated differently and are outlined below.

Non-face-to-face is charged at the 1:1 rate.

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## **2. Centre Capital Costs (CCC)**

- For a person accessing the physical hub for the duration of their day, CCC will be charged for the number of hours attended in hub.
- This includes participants accessing an external Avenue work activity for all or part of the day, i.e. if a participant goes out flyering for a period of time, or to a market, they continue to be charged CCC for the number of hours equivalent to the length of their support.
- For a participant accessing Avenue Social, 1 hour of CCC per day to account for the morning and afternoon pre- and de-brief time that participants are in the hub, as well as the opportunity for participants to return to the hub at any time during social if they need to (for example if it rains). 1 hour of CCC will be charged irrespective of whether the day is a full or part day, or whether they access the Hub or not.
- CCC is not charged for Support Coordination or Plus Clinical services.

## **3. Non-Face-to-Face Time**

- Fighting Chance charges non-face-to-face time if the line item used attracts non-face-to-face under the NDIS Pricing Arrangements and Price Limits.
- Non-face-to-face time is charged on an individualised basis.
- An example list of activities that may fall (but not limited to) under non-face-to-face services can be found in [Appendix 2](#)

## **4. Participants Who Bring Their Own Support Worker**

- We do not recommend participants in Plus, Avenue or Jigsaw bring their own support worker, due to the isolating impact this can have on both participant and worker away from the broader group. Historically we have found participants integrate better into our services if they are supported by a Fighting Chance trained staff member who is part of the broader team.
- However, there are many circumstances in which there is good reason for a participant to bring their own worker - i.e. if the participant has very particular support needs or requires assistance to transition into our services with a known worker - and this should be facilitated by management where possible.
- When deciding what to charge a participant who brings their own worker, there are three key elements within the apportioned pricing system to consider when setting an individualised price:
  - **Base Rate:** A base rate should be set in line with the Price Guide, based on how much time the participant and their worker will need from Fighting Chance staff during their day. For example if it is felt that the participant requires 10 minutes per hour of support from a Fighting Chance team member over a 6-hour day, for example to help the participant and their worker know what to do in the service, a total of 1 hour at the 1:1 rate should be charged as the base rate.

- If the participant and their worker do not require any support from a Fighting Chance staff member through the day, no base fee should be charged.
- Centre Capital Costs: The participant should be charged the CCC rate for each hour they are in the hub - i.e. if the participant and their worker are in the hub 3 hours, 3 hours of CCC should be charged. Where a social activity is attended, 1 hour of CCC should be charged.
- Non Face-to-Face time: The participant should be charged the amount of individualised non-face-to-face time required to support them in the service. For example, if the person requires the same level of support in terms of the board, pre- and debrief, setting up their workspace etc., the applicable non-face-to-face time for the service should be charged.
- When a participant bringing their own worker cancels their attendance, our cancellation policy applies - i.e. if the person cancels outside our notice period, all relevant components of the fee, in line with the rules above, would be charged.

## **5. Billing for Online-only Supports**

- For participants accessing our services via an online service only, i.e. Jigsaw Academy online, we bill the following elements:
  - Base Rate: The time that the participant is engaging with the trainer online is billed in line with the pricing rules above. I.e. if a participant is accessing 1 hour of 1:1 online support, they are billed for 1 hour at the relevant line item. If a participant is attending a group online session for an hour, with 5 other trainees online, they are billed 1/5th of that hour (12 minutes).
  - Non-face-to-face time: The participant is billed non-face-to-face time in line with the policy above in section 3.
  - Centre Capital Costs: Assuming the participant is attending online only, no CCC is charged as the participant is not accessing the physical hub. This applies regardless of where the trainer is logging in from - i.e. even if the trainer is logging on from a Jigsaw hub, the fact that the participant is not themselves accessing the hub means that CCC cannot be billed.

## **6. Billing for Support Coordination Services**

- We claim payment for Support Coordination, , using the corresponding line item from the Pricing Arrangements and Price Limits.
- Travel is charged as per Item 12 Provider Travel, below.
- The cancellation policy for these services is as per item 8, below.
- Centre Capital Costs are not charged for Support Coordination services.

## **7. Billing for non NDIS funded supports (Goods and Services Tax “GST”)**

- If services provided are NDIS funded GST will not apply.
- If services provided are not NDIS funded (private, accident insurance), GST will be applied.

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## **8. Cancellation Policy**

- The Fighting Chance cancellation policy for Avenue, Jigsaw, and Plus day programs is as follows:

Notice is required by 9am, **five (5) full business days** before the service being cancelled was scheduled to start, in order for the service fee to be waived.

- If notice is provided with **five (5) full business days'** notice, 100% of the fee is waived.
- If notice is provided with less than five (5) full business days' notice, 100% of the service fee is charged. "Five business days" in this context means prior to 9am, five full business days before the service was scheduled to take place.

- **Cancellation notice examples:**

For a Monday service to be cancelled without fee, notice needs to be provided by 9am the Monday prior. The "full business days" in this example being Monday, Tuesday, Wednesday, Thursday, Friday, 9am - 5pm.

If notice of absence is provided at lunch-time on a Monday, the earliest that service can be cancelled is from the following Tuesday (after five full business days), because five full business days (9am - 5pm) is required as the notice period.

Notice provided on Saturday or Sunday does not constitute a business day.

However, Public Holidays can be included in the notice

For service to be cancelled on the first working day back after the Christmas closure period, notice has to be given by 9am on the second last working day before the commencement of the Christmas closure period.

For Avenue or Plus social activities happening during holiday periods (i.e. over the two-week Christmas close down), notice needs to be given by 9am on the second last working day before the scheduled activity happens.

- **Cancellation policy for School Leavers Employment Supports (SLES) is as follows:**

SLES is a stated support that is a block funded weekly charge.

If a participant wishes to cancel a single attendance of SLES across the course of a week (i.e. cancel for one day of the week when scheduled to attend for three days), the whole weekly amount continues to be charged. Every effort should be made by staff to ensure this missed time is made up elsewhere.

- For example, if a SLES-funded participant attends Jigsaw on Monday, Tuesday and Wednesday, but wishes to cancel supports on Tuesday only, the weekly charge stands despite non-attendance on Tuesday and every effort should be made to make up for this lost day at another time.
- Where there is a public holiday in a given week, the full weekly charge applies.

If a participant wishes to cancel a full week of SLES program participation, the charge for the whole week is cancelled where the participant gives **five (5) full business days' notice** prior to the commencement of that SLES billing week.

- For example, if a participant attends Jigsaw's SLES program Monday, Tuesday and Wednesday, but wishes to cancel the whole week of supports in order to go on holiday, notice of cancellation of the week must be received by Hub Management by 9am the Monday prior.

If the participant is accessing a SLES program which is funded from Finding & Keeping a Job/Employment Assistance, the standard cancellation policy applies.

- **Cancellation policy for Plus Clinical and Support Coordination is as follows:**

Cancellation notice is required by 9am, two (2) full business days before the scheduled service to not be charged a fee. For example: For Monday appointments, notice must be given by 9am on the Thursday prior to the appointment/ meeting/ training/ phone call, or any other scheduled service.

If you cancel a scheduled service with your Plus Clinical practitioner or Support Coordinator after this time, this is considered a 'no show' and you will be charged 100% of the scheduled fee. If your Plus Clinical practitioner or Support Coordinator arrives at your scheduled service and you and/or your person responsible are not at home or at the agreed location of the appointment, and there has been no prior notice, you will be charged 100% of the scheduled fee and travel costs.

## **9. Invoicing**

Fighting Chance will only invoice after the service or support has been delivered.

After the service has been delivered, Fighting Chance will either:

- submit a claim through the NDIA portal if you are NDIA-managed, or
- send an invoice to your plan manager if you are Plan managed,
- send an invoice to you if you are self managed, or
- send an invoice to the insurer.

Invoices are required to be paid within fourteen (14) days of the date they are issued. If you experience temporary limitations in available NDIS funding or are unable to pay invoices on time for an extended period, we will discuss the situation with the participant/person(s) responsible. Options such as pausing or placing services on hold, or paying out of pocket may be considered.

## **10. Transport and Travel**

Activity-based Transport: Labour (staff time)

- Activity-based transport: Labour cost is when a staff member is transporting a participant in a vehicle.

### **Activity-based Transport: Non Labour (kilometers, tolls etc)**

- Activity-based transport: Non Labour is when for kilometers, tolls and other costs whilst the participant was being transported.

Where more than one participant is being transported together in a vehicle, the worker's time, kilometers and other shared non-labour travel costs need to be

divided accordingly. For example if three participants are being transported together over a distance of 30KM, each participant should be charged for 1/3<sup>rd</sup> of the staff time and 10KM each.

Examples of Activity-based transport utilised at Fighting Chance are:

Transport to and from our services: Where we are supporting the participant to be transported to and/or from Fighting Chance's services at either the beginning or the end of the day, in either a support worker's car or a Fighting Chance vehicle. In this instance the participant will be charged KMs at the rates outlined below (the rate will vary based on the type of vehicle used) and the worker's time.

Plus Social or Life Skills: Where we are supporting the participant to access Plus Social or Life Skills activities in either a support worker's car, a Fighting Chance or hired vehicle. In this instance the participant will be charged KMs at the rates outlined below (the rate will vary based on the type of vehicle used) and the worker's time.

Avenue Work or Social: Where we are supporting the participant to Avenue Work or Social opportunities in the community or in either a support worker's car, or a Fighting Chance or hired vehicle. In this instance the participant will be charged KMs at the rates outlined below (the rate will vary based on the type of vehicle used) and the worker's time.

Transport to appointments and meetings: Where we are supporting the participant to be transported to any other kind of appointment or meeting, in either a Support Coordinator or support worker's car or in a Fighting Chance vehicle.

#### **Travel: Labour (staff time)**

- Travel: Labour is when a staff member is traveling to or from a participant.

#### **Travel: Non Labour (kilometers, tolls etc)**

- Travel: Non Labour is for kilometers, tolls and other costs incurred when travelling to or from a participant.

**Costs for Therapy travel will be charged at 50% of the hourly Therapy rate outlined in the Pricing Arrangements and Price Limits guide up to a maximum of 30 minutes.**

Fighting Chance charges for kilometres in line with the prices set out in the NDIS Pricing Arrangements and Limits. Refer to our website at [fightingchance.org.au/our-support-rates/](https://fightingchance.org.au/our-support-rates/) for the current rates.

Workers who use their own vehicle for transport will be reimbursed in accordance with the relevant rate set out in their current Award.

### **11. Cab Charge**

- **Fighting Chance is no longer offering CabCharge services to new participants. The policies below refer to existing CabCharge participants.**



- We understand that transport to our services can be challenging for many participants, and we do not always have enough vehicles and/or support workers to assist everyone to travel to our services.
- In this case we also offer the use of a Fighting Chance Cab Charge facility, where participants use a taxi to travel to our services and we claim and pay the invoice on the person's behalf as a community participation support item.
- Fees for taxis paid for via CabCharge will only be claimed by and paid for by Fighting Chance in circumstances where the participant is using the taxi to travel to and/or from Fighting Chance's services.
- This is a contentious area of NDIS rule-setting and it is important that all participants understand that the rules may change, and we may adjust our pricing in line with those rules from time to time.
- Cab Charges utilised on a non-support day will be invoiced directly.

## **12. Provider Travel**

- Provider Travel is travel involving the provider (for example a Support Worker, Support Coordinator, behaviour practitioner, etc.) travelling to a participant's location for the purposes of delivering a support. Provider Travel refers to staff time spent travelling to or from a participant without them in the vehicle.
- Under the Pricing Arrangements and Limits, Fighting Chance charges Provider Travel pursuant to the following rules:

Where Fighting Chance is undertaking provider travel under a Core line item (such as an Avenue support worker travelling to deliver social support), we are allowed to charge up to a maximum of 30 minutes of time to the participant's location, but not return travel. KMs are also claimable for the distance travelled at the rates set out in the current NDIS Pricing Arrangement and Price Limits, as well as other non-labour expenses such as tolls.

- Time is charged at the standard 1:1 rate of the staff member (community based line item).

Where Fighting Chance is undertaking provider travel under a Capacity Building Line Item, such as Behaviour Support, we are allowed to charge 50% of the base rate up to a maximum of 30 minutes of time to the participant's location. KMs are also claimable for the distance travelled at the rate outlined in the current NDIS Pricing Arrangement and Price Limits, as well as other non-labour time expenses such as tolls.

- Time is charged at either the normal Support Coordination rate for that coordinator or 50% of the Specialist Behavioural Intervention Support rate .

In all cases, where the Fighting Chance worker is travelling to visit more than one participant, the costs should be apportioned between each participant.

## **13. Charging Rates for High Intensity Supports**

- Participants should be charged at the High Intensity rate in circumstances where the person has complex requirements (as determined in the NDIS Commission's NDIS Practice Standards: skills descriptors) including but not

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limited to challenging behaviours, meal assistance, personal care and medical needs that require more trained/senior staff.

#### **14. Pro bono services**

- In limited circumstances, typically when an NDIS funded participant has exhausted a funding category prior to the end of their plan period and can no longer pay for our services, we may consider offering pro bono supports for a time-limited period. Pro bono service requests must be discussed with the General Manager of the enterprise for approval, and will take into consideration: the impact/risk to the participant and their family of discontinuing services; the capacity and staffing of the hub, the financials of the hub and the payment history experience. We encourage early conversations with us if you think you may have funding issues. Please refer to our Non-NDIS Funded Attendance Policy and Procedure for further details.

#### **15. Buddy (Training) Shifts**

- For participants with high intensity support needs – inclusive of complex behaviours, or complex needs with personal care, mealtime assistance, transfers etc. – we quote for and bill for a maximum of six hours (the equivalent of one buddy shift) per plan.
- If a buddy (training) shift is likely to be provided to the participant in the following plan year, a quote for the same can be included in our quote letters and the support line added to the participant's Schedule of Support.
- It is important to consult fully with the participant and/or their family before quoting for buddy shifts / training hours and ensure that both parties feel it is required and necessary.

#### **16. Establishment Fees**

- Under the NDIS Pricing Arrangement and Price Limits providers are entitled to charge an Establishment Fee. Fighting Chance may choose to charge this.

#### **17. 'On Hold' Policy**

- **If a participant decides to put their services 'on hold' at Avenue, Jigsaw and Plus:**

Participants may put their place in our services 'on hold' for **a maximum of four (4) weeks**, for any reason. For example, this may apply in situations such as extended holidays, illness or injury, attendance at another program or service, or temporary limitations in available funding. The cancellation notice applies.

If more than four (4) weeks' leave is needed, and participants do not want to leave our service entirely, their place will be offered to the next person on the waiting list and you will be placed high on the waitlist. When they are ready to return, they will be offered a place once available. We recommend they give us

as much notice as possible of their plan to return, so we can do our best to make a spot available.

- **Fighting Chance may decide to put a participant's services 'on hold':**

Only if absolutely necessary, Fighting Chance can temporarily stop providing our services and place a participant's spot 'on hold'. For example, this might happen if the program they are in doesn't meet their needs, presents a safety risk to themselves, staff, or other participants. This also may be if their NDIS funds have run out, if there is ongoing failure to pay for the services we have delivered within the payment terms, or for another reason. We need to inform the participant in advance if this occurs, explain why, and work with the participant to try and find a solution as quickly as possible.

## **18. The NDIA's system program (PACE) and this Pricing and Billing Policy**

- In late 2023 the NDIA introduced a new system program called PACE that helps the NDIA exchange information with providers.
- Once your NDIS Plan transitions to PACE, it is important that:

If you are NDIA managed, at your planning meeting with your Local Area Coordinator (LAC) endorse Fighting Chance Australia as a 'My Provider'. If you are accessing behaviour support, this must also be 'endorsed'.

If you are accessing Support Coordination, a request for service is required.

If you are Plan Managed, advise your Plan Manager that Fighting Chance Australia is one of your 'My Providers'.

- For participants using Agency-managed funds to pay for their services with us:

Service bookings will no longer exist for service providers. Because of this we may periodically ask you for additional NDIS plan information, like plan start and end dates, category budgets and funds remaining, to help us set up a Schedules of Support and to help us guarantee that we can provide continuity of support.

Participants can endorse Fighting Chance as a 'My Provider' which will approve us for automatic payment processing. Instructions on how to endorse us as a 'My Provider' can be found at [fightingchance.org.au/pace/](https://fightingchance.org.au/pace/) or you can contact the Fighting Chance My Provider Endorsement Helpdesk by phone on (02) 9905 0415 or email [customerservice@fightingchance.org.au](mailto:customerservice@fightingchance.org.au). Alternatively, NDIS National Contact Centre on 1800 800 110 and request that Fighting Chance Australia is endorsed as a "My Provider". Fighting Chance Australia NDIS Organisation ID: 405 000 3203

If participants don't endorse us, every time we make a claim for providing services they will receive a text message from the NDIA to approve and facilitate payment. These text messages will ask participants to approve payment to our legal

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business name - Fighting Chance Australia Ltd - regardless of whether you receive supports from Avenue, Jigsaw, Base, Plus or Fighting Chance.

Funds exhaustion which may occur because of these system changes could lead to a participant's inability to pay for services, and should be discussed with the local service delivery manager or community engagement lead as soon as possible, and will typically be subject to our usual payment terms of seven days.

- If the participant has a Plan Manager, we also request that approval is given from you to your plan manager for them to share plan details such as plan dates and funding categories with us.
- For self-managed participants only: as per the NDIS Guidelines, CORE funding may be used for Support Coordination for a limited time with your prior consent and agreement.
- If assistance is required with PACE please contact:

NDIS National Contact Centre on 1800 800 110

and have this information handy: Fighting Chance Australia NDIS Organisation ID: 4050003203

## **19. Ending Service**

- If a participant decides to end their service no additional charges apply - participants will only be charged in line with the cancellation policy outlined in section 7.
- Fighting Chance may end a participant's Service Agreement if the participant or person(s) responsible break any rules in the agreement. Fighting Chance will provide written notice about our decision to end the agreement, and service will end ten (10) business days from the date of that notice, unless there is a safety risk to the participant, staff, or other participants, in which case services will stop immediately.
- NDIA Funded Participants who remain on PRODA (not relevant for those whose plan is built on PACE): Any excess funding held in service bookings will be released after all service fees have been claimed.

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### **Monitor & Review**

This Policy will be reviewed annually in accordance with Fighting Chance's quality assurance and continuous improvement process. The Finance Director will report on the outcome of the review and make recommendations for amendment, alteration or substitution if considered necessary.

### **Document Version Control**

<b>Date</b>	<b>Summary of Amendments</b>	<b>Author</b>
July 2024	<ol style="list-style-type: none"><li>1. Non-face-to-face time will be outlined in the Schedule of Supports.</li><li>2. Addition of personal equipment guidelines.</li><li>3. Updated the cancellation and termination policy.</li><li>4. Transferred the 'on hold' policy from the Pricing and Billing Policy over to the Service Agreement.</li></ol>	Executive Leadership Team
June 2025	<ol style="list-style-type: none"><li>1. Updates in relation to the PAPL released 13 June 2025.</li><li>2. Updated payment terms.</li><li>3. Updated section 10, Transport and Travel, to align wording with the PAPL.</li><li>4. Removal of psychosocial recovery coaching and specialist support coordination services.</li></ol>	Executive Leadership Team

## **Appendix 1. Summary Table**

#	Billing Category	Service	Fighting Chance charges
1	<b>Pricing Policies</b>	Avenue Jigsaw Plus	2:1 supports receives 120 minutes of support per hour 1:1 supports receives 60 minutes of support per hour 1:2 supports receives 30 minutes of support per hour 1:3 supports receives 20 minutes of supports per hour  Across the course of a 6-hour day
2	<b>Centre Capital Costs (CCC)</b>	Avenue - Avenue Work both in and out of hub  Jigsaw - Training as a trainee  Plus	Charged CCC for the duration of the support day, equivalent to the number of hours of overall supports
		Avenue Social Plus Social	Charged 1 hour of CCC across the course of the social day (whether it is 6 hours or fewer)
		Supports delivered as part of a SLES program  Participants utilise Capacity Building funding to access Jigsaw  Support Coordination Plus Clinical	No CCC costs charges
3	<b>Non face-to-face time</b>	Avenue - standard administrative needs  Plus - standard administrative needs	Proportional to the time attended in the Hub.
		Avenue - Optional extras Plus - Optional extras	Additional time charged in agreement with families based on additional administrative support requested.

		Jigsaw- standard administrative needs	Proportional to the time attended.
		Jigsaw- complex administrative needs	Proportional to the time attended.
		Jigsaw- Optional extras	Additional time charged in agreement with families based on additional administrative support requested.
		Supports delivered as part of a SLES program  Participants utilise Capacity Building funding to access Jigsaw Social	No non face-to-face charges.
		Support Coordination Plus Clinical	Non face-to-face charged in line with the rules in the Pricing Arrangements and Limits.
<b>4</b>	<b>Participants who bring their own worker</b>	Avenue  Jigsaw  Plus	Base rate charge based on the level of support provided to participants and their worker from a FC staff member.  CCC based on hours of attendance.  Non face-to-face time based on the amount of time spent on service set up for the participant and their worker.
<b>5</b>	<b>Billing for Online-Only Supports</b>	Jigsaw Academy Online	Time and non face-to-face support are billed proportionate to group size and amount of time.  CCC cannot be billed.
<b>6</b>	<b>Cancellation Policy</b>	Avenue  Jigsaw  Plus	Cancellation notice required by 9am, five (5) full business days before the scheduled service.  Cancellation notice provided after 9am and less than five full business days before the scheduled service incurs 100% of the service fee.
		SLES	Funded in weekly amounts.  Single day cancellations continue to be charged (including public holidays) and participants may make up lost time.

			For a full week cancellation incurring no charge - notice required by 9am five (5) full business days before the SLES program was scheduled to start.
		Support Coordination Plus Clinical	<p>Cancellation notice is required by 9am, two (2) full business days before the scheduled service to not be charged a fee.</p> <p>For example: For Monday appointments, notice must be given by 9am on the Thursday prior to the appointment/ meeting/ training/ phone call, or any other scheduled service.</p> <p>Less than two (2) business days' notice incurs 100% of the fee.</p>
<b>7</b>	<b>Activity-based Transport</b>	Transport to and from our services	Charged KMs with the rate varying based on the type of vehicle used (standard or modified vehicle) and the worker's time.
		Avenue Plus	Charged KMs with the rate varying based on the type of vehicle used (standard or modified vehicle) and the worker's time.
		Transport to appointments and meetings	Where we are supporting the participant to travel to any other kind of appointment or meeting, time and KMs charged.
		Activity-based transport	<ul style="list-style-type: none"> <li>• Charged worker time at the standard labour cost hourly rate for Avenue/ Plus.</li> <li>• KMs travelled charged at the rates found on our website.</li> <li>• Where applicable, other non-labour transport costs such as parking, public transport costs, GoGet fees and tolls, at up to the full rate of expenses.</li> <li>• Shared transport (more than one participant) is divided equally</li> </ul>
		KM Rates	<ul style="list-style-type: none"> <li>• Current KM rates can be found on our website at <a href="https://fightingchance.org.au/our-support-rates/">fightingchance.org.au/our-support-rates/</a> and are based on the NDIS Pricing Arrangements and Limits.</li> <li>• Worker time is calculated at the amount of time relative to the standard 1:1 support rate in the NDIS Pricing Arrangements and Limits.</li> </ul>



			<ul style="list-style-type: none"> <li>Worker personal vehicle - reimbursed at the Award rate.</li> </ul>
<b>8</b>	<b>Cab Charge</b>		Fees for taxis paid for via CabCharge will only be claimed by and paid for by Fighting Chance in circumstances where the participant is using the taxi to travel to and/or from Fighting Chance's services.
<b>9</b>	<b>Provider Travel</b>	Support Coordination Plus Clinical	<p>Core line item - max 30 minutes, not including return travel, including non-labour time expenses, support worker time is standard 1:1.</p> <p>Capacity Building Line Item - e.g. Support Coordination/ Plus Clinical Services - max 30 minutes each way, including non-labour time expenses, time as per allocated Support Coordinator rate.</p>
<b>10</b>	<b>Plus and High Intensity (HI) Rate</b>	Plus - Centre-based community - Social supports	High-Intensity Rates charged as default unless extraneous circumstances lead to a special agreement with the Hub Management team.
		Avenue hubs	Charged where there is a requirement for HI care.
<b>11</b>	<b>Buddy Shifts</b>	Complex support needs	One buddy shift per year (6 hours maximum) can be charged to a plan, other required buddy shifts delivered at FC's cost.
<b>12</b>	<b>Establishment Fee</b>		Fighting Chance may choose to charge a set up fee at its discretion.
<b>13</b>	<b>On Hold</b>	Avenue Jigsaw Plus	Participants may put their place in our services 'on hold' for a maximum of four weeks, for any reason. Where required, an exception process is overseen by Management.

## **Appendix 2. Non-Face-to-Face Breakdown Examples (not limited to)**

<b>1. STANDARD</b>
Non-face-to-face supports delivered to Avenue, Jigsaw & Plus Participants, daily, weekly, annually.
Preparing and writing up each participant's individualised program for the day.
Reviewing participant records/ journal notes/ medical or other key information to be able to best support the person during their day - pre- and post-support.
Parent/Guardian/Carer Updates, i.e. emails, phone calls.
Pre- and post-shift staff briefings.
Setting up workstations, activities, visuals and group work and training areas.
Planning social/ community access activities, including booking tickets or venue spaces, talking to participants about their interests, etc.
Room setup (e.g. setting up a quiet room in accordance with participant requirements each day prior to participant arrival).
Creating resources to assist participants with task completion.
Resource development to support participants to progress towards their employment goals, where applicable, including training resources, creating visual aids and cheat sheets.
Task or activity breakdown to enable participant engagement.
Research/ coordination to implement support strategies (disability, behavioural and learning strategies).
Designing group or individual workshops and creating other learning resources.
Purchasing remuneration goals/managing remuneration for all participants.
Transport liaison (with families, houses, community transport, etc.).
Reviews with person(s) responsible and the development of training plans (planning, delivery and follow up).
Standard NDIS Annual Support Review Letter.
Standard Quarterly Reports - Upon Request.
<b>2. COMPLEX</b>
<b>In addition to supports outlined above in STANDARD</b>
Non-face-to-face supports delivered to Avenue, Jigsaw & Plus Participants with High Intensity Support needs, daily, weekly, annually.
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 practitioners.
Incident follow up or crisis meetings (separate 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-brief and debrief.

**Appendix 2 (CONTINUED) – Non-Face-to-Face Breakdown**

<b>3. SUPPORT COORDINATION</b> We claim payment for services in 15 minute blocks or as per your funded support plan. Billable services include:	
Preparation for visits	Meetings
Home Visits	Emails
Visits to Daycare/ Preschool/ School/ Day Program/ Work	Visits in the community e.g. community access
Joint visits/consultation with other professionals or organisations	Planned consultation meetings with staff and/or the team.
Medical Appointments (e.g specialist visits)	Training to carers or staff on a particular therapy service, program or plan
Reading/writing reports or support letters.	Reading/writing therapy program.
Filling out forms	Making referrals
Progress notes	Phone calls
Provider Travel - up to 30 minutes of time to the participant's location and up to 30 minutes back to normal place of work	Provider Travel - Non Labour costs, such as KMs travelled, parking fees or public transport costs
Other - as agreed upon in the Schedule of Supports	