



# Bedford

02 August 2024

Dear Clients, Carers, Guardians and Nominees,

This letter is to let you know about some changes to how Bedford manages your supports and services.

If you need help to understand this information, you can ask a family member, friend, support person or Bedford staff member.

## CHANGES TO SERVICE DELIVERY PRICES AND BEDFORD TERMS AND CONDITIONS

On Friday 28 June 2024, the National Disability Insurance Agency (NDIA) released the [NDIS Pricing Arrangements and Price Limits 2024/25](#). The NDIA announced that price limits for services delivered by disability support staff increased, effective 1 July 2024.

This means changes in pricing for Bedford Residential Services (Balyana), Day Options, Experiences and Supports in Employment. These have been reflected in invoices from Bedford effective 1 July 2024.

The pricing increases are to cover the Fair Work Commission's decision to raise wages and superannuation. However, unfortunately, the increase does not fully cover the wage or superannuation increase. Sadly, this will result in some providers exiting from the NDIS.

For Bedford to continue to be viable to operate NDIS services, we will need to absorb the shortfall in funding from the NDIS. As a result, we are looking at ways to operate more efficiently and effectively to ensure sustainability whilst delivering best practice support.

In addition, the temporary transformation payment (TTP) ended on 1 July 2024. This means Bedford no longer claims the TTP loading for services delivered on or after 1 July and now charges 'standard' pricing. To align to standard pricing, you will see that invoices, quotes and schedules of support for supports from 1 July onwards no longer include the 'T' on codes. Supports delivered on or before 30 June 2024 will still include the 'T' and TTP pricing.

NDIA also made changes to criteria for high intensity supports. Bedford staff will communicate directly with you if you are affected by this change and what this means for you.



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Attached is Bedford's updated NDIS Pricing Schedule which includes the new prices. This can also be found on our website at <https://www.bedfordgroup.com.au/ndis-help/ndis-information/service-prices>.

Terms and Conditions follow a different format, making it easier to read and have been updated to expand on information as well as no longer including information on TTP. Please see attached or they can be viewed at <https://www.bedfordgroup.com.au/ndis-help/ndis-information/service-prices>

Should you wish to look at the NDIA's update in more detail, please refer to the NDIS website: <https://www.ndis.gov.au/providers/pricing-arrangements/pricing-updates>

## 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.

You do not need to sign a new schedule of support if you have one that is current.

This means there is no action you need to take with Bedford for this change to occur.

Please note, due to the late release from the NDIA of the NDIS price limits, there could be a delay in invoicing from Bedford as we make required updates to our system.

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