

Pricing Policy Statement

Purpose: The NDIS price list has multiple line items. This pricing statement has been developed in an effort to simplify the pricing and apply it to Wallara's operations. This pricing statement should be read in conjunction with Wallara's price list attached.

Centre Based Pricing

The NDIS provides centre based service prices (as opposed to community based) to account for the additional costs in a centre of rent, utilities, infrastructure etc. Wallara operates thirteen Day Service centres. All clients who attend these centres spend some time in the centre and some time out in the community. The amount of time clients spends at the centre or out in the community varies every day and also by season.

Of Wallara's thirteen sites, eight are flagship centres with a significant capital investment and often high cost rent. The other six sites are community based and act as a place to meet and then move out into the community. These flagship centres facilitate choice and control on a given day where clients can choose to stay within the centre or go out into the community and in the instance of behaviour issues, clients feeling overwhelmed, or bad weather the group can return to the centre.

Wallara's flagship centres:

- Dandenong-Frankston Road
- Dandenong Street
- Pakenham Engage
- Langwarrin
- Sages Cottage Farm
- Potter st Learning Campus
- Dandenong High Support

All activities from a flagship centre will be charged at centre-based rates. This will help ensure the ongoing sustainability of these centres.

Staff to Client Ratios in Flagship Centres

The ratio of staff to clients that we provide in our groups can vary daily. Sometimes a typical 1:5 program might run at 1:4 if a client does not attend or if they decide on the day to change their program and join another group on the site. Wallara has adopted a pricing policy related to overall ratio of the site. This means the usual/standard ratio of staff to clients at the centre will be used for all billings. This allows for swings in group sizes that may be smaller or larger on a given day as staff are available to support all clients on site.

A pricing example for a flagship centre:

A client at Langwarrin will be charged centre based pricing at ratio of 1:4 for 6 hours per day.

Community Sites

Wallara's community sites act as a base from which to explore the community. Typically clients will spend two hours per day at the centre which is charged at centre based rates. When they move out into the community their support will be charged at community based rates according to the group ratio. Usually community sites use a ratio of 1:5 or more as group sizes are larger.

Community sites include:

- Doveton
- Ebdale
- Mornington
- Henry street
- Rosswood

A pricing example for a typical day at a community site is:

A client attending Ebdale community site will be charged centre based prices in the morning and afternoon for 1 hour each, making it 2 hours per day, at 1:5 or more ratio. The same client will be charged community-based pricing at a 1:5 ratio for 4 hours per day for the middle part of the day when they are accessing the community.

1:1 supports within Groups.

Where a client requires additional 1:1 supports within a group, for example; assistance with self-care activities or additional behavioural/social supports, Wallara will make an assessment on the type and frequency of this support, and charge a 1:1 rate for this support.

A pricing example for 1:1 supports in a group setting is:

A client may require 1:1 assistance, provided in increments throughout the day, for self-care activities including bathroom assistance, meal assistance or mobility assistance. The assistance will be noted in their file and billed based on the daily average of 1:1 support provided. If they receive 2 hours of 1:1 in a six hour day then the billing will be 2 hours 1:1 and 4 hours of group.

Out of Pocket Expenses

Wallara charges out of pocket expenses for non-NDIS chargeable items such as in program transport and materials costs.

IN PROGRAM TRANSPORT

Wallara will charge clients for transport costs incurred within programs per day when the program involves Wallara organised transport, i.e. buses and taxis.

When a client uses public transport, they will be required to bring their myki card and will not be charged the in program transport fee.

This fee will be invoiced on a regular basis and calculated based on each participant's timetable. Refer to the quote or price list for the current per day fee.

MATERIALS FEE

Wallara offers excellent, well-resourced programs at each of our centres to help our clients build skills. Wallara will charge a material fee per day, per person, to cover resources used in these programs. Specific costs that these fees covers include, but are not limited to, printing, stationery and art supplies. This fee will be invoiced on a regular basis and calculated based on each client's timetable. Refer to the quote or price list for the current per day fee.

Cancellations and "no shows" for scheduled supports (Excerpt from NDIS Price Guide 2019/2020)

If you make a short-notice cancellation (or no show), less than 2 clear business days' notice before your scheduled day service hours, Wallara will charge up to 90% of the agreed price for the cancelled support. As per NDIS guidelines, there is no limit on the number of short notice cancellations (or no shows) that Wallara can claim if a client does not attend.

For other cancellations, where you have provided notice of cancellation more than 2 clear business days' notice before the scheduled service, Wallara will not charge a cancellation fee.

Where there is a specific risk that a client will frequently make short-notice cancellations for a support due to the nature of a person's disability or the nature of the support (e.g. behaviour intervention supports), Wallara will make individual arrangements with you to minimise the number of cancellations; i.e. review your support hours.

Related Documents:

- Service Agreement
- Quote
- Price list