



NDIS Quality  
and Safeguards  
Commission

# Fair pricing fact sheet

Easy Read version



## How to use this fact sheet



NDIS Quality  
and Safeguards  
Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this fact sheet.

When you read the word 'we', it means the NDIS Commission.



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.

# Bold

We wrote some important words in **bold**.

# Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **10**.



You can ask for help to read this fact sheet.

A friend, family member or support person might be able to help you.

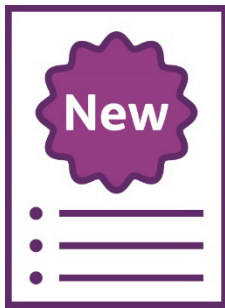


## What's in this fact sheet?

About this fact sheet	4
Why we need new rules	5
What has changed	6
If a provider breaks the law	7
If you need support	8
Word list	10
Contact us	12

---

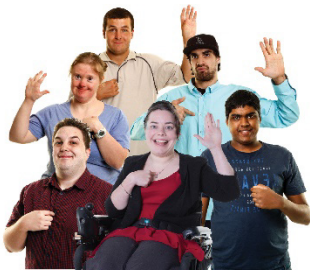
## About this fact sheet



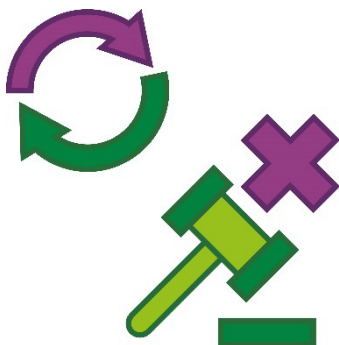
This fact sheet is about new rules for pricing in the National Disability Insurance Scheme (NDIS).



The new rules make pricing fair for **NDIS participants**.



NDIS participants are people with disability who take part in the NDIS.



This fact sheet will explain:

- what has changed
- what happens if a **provider** breaks the law.



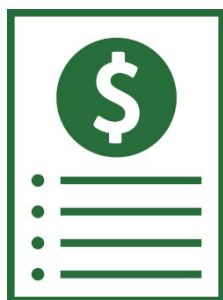
Providers support people with disability by delivering a service.

---

## Why we need new rules



Some providers are not fair to NDIS participants.



They might make you pay more because you use NDIS **funding**.

Funding is money from the government that pays for supports and services.



You should not have to pay more for the same supports and services than people who aren't NDIS participants.



The **NDIS Quality and Safeguards Commission** have changed some rules so providers can't do this anymore.

In this fact sheet we call them the NDIS Commission.

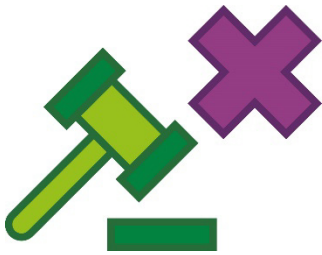


The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

---

## What has changed

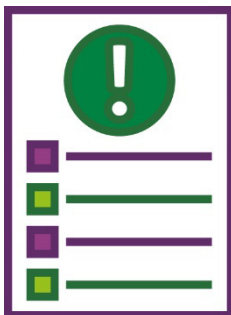


Providers can't ask NDIS participants to pay more than people who aren't NDIS participants for the same support or service.

This is now against the law.



Providers must have a good reason to ask NDIS participants to pay more than people who aren't NDIS participants.

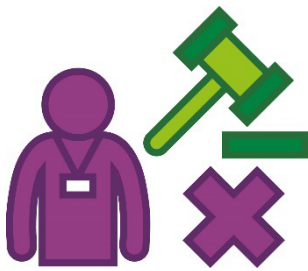


The new rules:

- stop providers from doing this
- punish providers who keep doing this.

---

## If a provider breaks the law



The NDIS Commission can now deal with providers who make NDIS participants pay more.

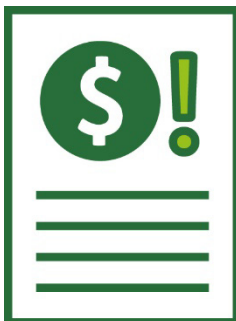
Providers who the NDIS Commission catch breaking this law might:



- no longer be able to be an NDIS provider



- have to pay a **fine**.



A fine is money a person must pay because:

- they did something wrong
- someone else found out about it.

---

## If you need support



You can visit our website for information about who you can contact for support.

[www.ndiscommission.gov.au/letter-ndis-minister-bill-shorten-about-overcharging](http://www.ndiscommission.gov.au/letter-ndis-minister-bill-shorten-about-overcharging)



If you think you might be paying more for a support or service than you should, you can visit our website.

[www.ndiscommission.gov.au/overcharging](http://www.ndiscommission.gov.au/overcharging)



You can also email us.

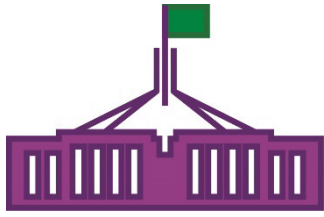
[pricehelp@ndiscommission.gov.au](mailto:pricehelp@ndiscommission.gov.au)



You can also call us.

**1800 035 544**





The **Australian Competition and Consumer Commission** is part of the Australian government.



The ACCC:

- helps people understand their rights when they buy items or services
- can take action when a business isn't supporting those rights.



You can visit the ACCC's website for more information about:

- your rights when you buy items or services
- how to make a report.



[www.accc.gov.au/ndis](http://www.accc.gov.au/ndis)



If you need information in a language other than English, you can call the Translating and Interpreting Service (TIS).

**131 450**

---

## Word list

This list explains what the **bold** words in this fact sheet mean.

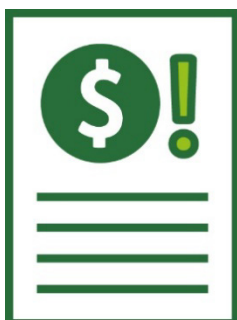
### **Australian Competition and Consumer Commission**



The ACCC is part of the Australian government.

The ACCC:

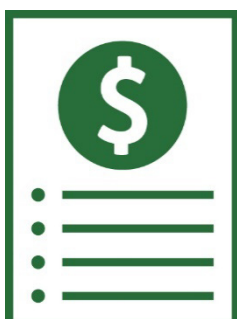
- helps people understand their rights when they buy items or services
- can take action when a business isn't supporting those rights.



### **Fine**

A fine is money a person must pay because:

- they did something wrong
- someone else found out about it.



### **Funding**

Funding is money from the government that pays for supports and services.

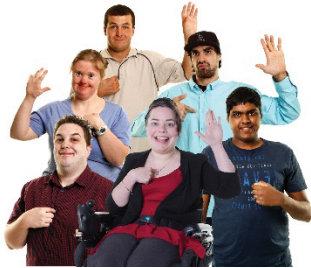
---

## NDIS Quality and Safeguards Commission (NDIS Commission)



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



### Participant

NDIS participants are people with disability who take part in the NDIS.

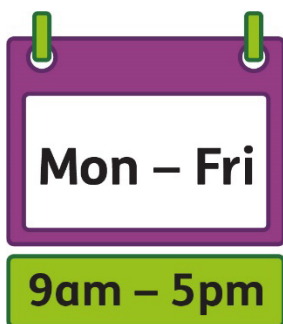


### Provider

Providers support people with disability by delivering a service.

---

## Contact us



You can call us from 9am to 5pm,  
Monday to Friday.



If you live in the Northern Territory, you can  
call us from 9am to 4.30pm.



You can call us.

**1800 035 544**



You can send us an email.

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



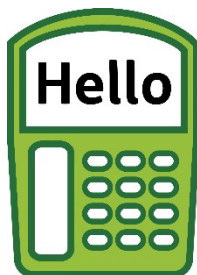
You can write to us.

NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith  
NSW 2750



You can go to our website.

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



TTY

**133 677**



The National Relay Service

Speak and Listen

**1300 555 727**

SMS relay number

**0423 677 767**



Internet relay calls

[internet-relay.nrscall.gov.au](http://internet-relay.nrscall.gov.au)



You can follow us on LinkedIn.

[au.linkedin.com/company/ndiscommission](https://au.linkedin.com/company/ndiscommission)



You can follow us on Facebook.

[www.facebook.com/NDISCommission](https://www.facebook.com/NDISCommission)



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission.

For any enquiries about the images, please visit

[www.informationaccessgroup.com](https://www.informationaccessgroup.com).

Quote job number 5818.