NDIS Quality and Safeguards Commission

Price differentiation – Guide for Participants

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Providers to price with honesty, integrity and transparency

The NDIS Commission expects all registered and unregistered Providers to act with honesty, integrity, and transparency – this includes how they price their products and services for NDIS scheme Participants.

Is a price difference justified?

If a Provider sets a different price for a product or service offered to NDIS scheme Participants compared to others outside the scheme, the Commission expects Providers to be able to justify it.

If a price difference cannot be justified, it may be a breach of the Code of Conduct and considered a 'sharp practice' by the Provider.

The Commission has identified some examples where NDIS scheme Participants have been charged far more than others outside the scheme, for the same products and services.

Product price differences

A shower chair was sold to an NDIS Participant for $1200 and to other customers for $120. This is clearly unacceptable and fails to meet the principles of acting with honesty, integrity, and transparency. The price difference cannot be justified.

Service price differences

An occupational therapist sells their services to an NDIS Participant for $300 and to other customers for $80. In most cases this would be unacceptable and fail to meet the principles of acting with honesty, integrity, and transparency. The price difference must be justified.

The Commission respects the rights of Participants to exercise choice in purchasing products and services from Providers and understands that factors such as convenience, quality and availability may be considered.

As a Participant what can I do?

1. Go online and do a price check of the same or similar products and services

2. Check if you have a written service agreement with your Provider

3. If you don't have a written agreement or it's not up-to-date, ask your Provider to supply you with a copy or update

4. Review the items and make sure what you agreed to is what you received

5. If there are any price differences, ask the Provider to explain why – they should be able to provide you with reason(s)

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What if I have a dispute about a price difference?

Talk with or sit down with your Provider and work it through. Consider what you believe to be fair reasonable.
If you cannot agree on a price difference you can:

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

Email: **pricehelp@ndiscommission.gov.au**

Complete a **complaint contact form**: