

Non-Face-to-Face Charges Policy

1. Policy Statement

Incite Collective provides support services in line with the NDIS Pricing Arrangements and as outlined in the Participant's **Service Agreement and Schedule of Supports**. All non-face-to-face supports are GST-free and reflect the applicable hourly rate for the service provided.

While we charge a **minimum of 15 minutes** per indirect support activity, our team strives to ensure that every charge represents meaningful support delivered toward implementing your NDIS plan, building capacity, and achieving your goals. We do **not** charge for work that has not been provided.

2. Purpose

This policy outlines how Incite Collective applies charges for **non-face-to-face supports** delivered under Support Coordination and Capacity Building services. It ensures transparency and fairness and confirms alignment with the **NDIS Pricing Arrangements and Price Limits** as well as our values of integrity, participant-centred practice, and quality service provision.

3. Scope

This policy applies to all participants receiving Support Coordination or Capacity Building supports from Incite Collective, where services are delivered through indirect (non face-to-face) modes such as phone, email, documentation, liaison with other parties, and virtual meetings.

4. Guiding Principles

This policy is underpinned by the following principles:

NDIS Compliance: All supports and charges are consistent with the NDIS Price Guide.

Transparency: We clearly communicate what constitutes billable non-face-to-face support during our initial meeting and in our service agreement.

Value for Money: Our aim is to maximise the benefit of your funding through efficient, purposeful service delivery.

Integrity and Accountability: We do not charge for incidental or unprovided services.

Participant Empowerment: You can request documentation of supports delivered at any time.

5. Definition of Non-Face-to-Face Supports

Non-face-to-face supports are activities delivered indirectly—not in the physical presence of the participant or their carer—but are essential to achieving the outcomes of your plan. These supports include, but are not limited to:

Communication & Documentation

- Recording case notes and support progress
- Responding to emails, phone calls, text messages, and virtual meetings

Stakeholder Liaison

- Engaging with NDIS, providers, mainstream services, or informal supporters
- In-person or electronic communication with stakeholders and allied services

Research & Referrals

- Identifying, assessing, and referring to NDIS or mainstream supports and providers

Budget Management

- Budget forecasting and analysis
- Provider invoice review
- Liaison with plan managers

Reporting & Obligations

- Intermediary reporting (e.g., 8-week check-ins and end-of-plan summaries)
- Incident reporting, risk management, and grievance response

Crisis and Risk Support

- Urgent coordination and response planning
- Safety-related communication and escalation management

NDIS Liaison

- Communicating with the NDIA or Local Area Coordinators (LACs)
- Submission or review of documents and updates to NDIS systems

6. Charging Framework

Incite Collective charges for non-face-to-face (NF2F) supports in accordance with the NDIS Pricing Arrangements. These supports are essential for ensuring your plan is well-implemented and coordinated, even if they are not delivered in person.

Key points:

- Minimum charge: NF2F supports are billed in 15-minute increments.
- Hourly rate: Charges align with the current NDIS hourly rate for Support Coordination or Capacity Building.

Invoice clarity:

- All NF2F activities are clearly labelled as "NF2F" on your invoice.
- Each entry includes a summary of what was delivered and forms part of your official support log.

Bundled activities: Most NF2F charges reflect multiple related supports, grouped to ensure your support is coordinated efficiently.

Examples of NF2F supports billed include:

- Phone/email contact with you or other providers
- Writing progress notes
- Plan budget review
- Stakeholder liaison and referrals
- Reporting and crisis coordination

These supports are critical to ensuring quality service delivery and achieving your NDIS goals. You are welcome to request copies of associated documentation at any time.

6. Responsibilities

Incite Collective Members are responsible for accurate timekeeping, clear documentation, and ensuring services are purposeful and beneficial to the participant.

Participants and their representatives are encouraged to discuss any concerns or seek clarification about billed non-face-to-face supports.

7. Feedback and Complaints

Incite Collective welcomes feedback and provides avenues for participants to raise concerns about charges or service delivery through our **Feedback and Complaints Policy**. All complaints are managed fairly, confidentially, and in a timely manner.

8. Policy Dissemination

This policy will be communicated to all Incite Collective Members. It will be accessible through organisation communication channels and other appropriate means.