



**Capital
Region
Community
Services**

26 Chandler Street
Belconnen ACT 2617

PO Box 679
Belconnen ACT 2616

P 02 6264 0200
F 02 6253 2901
E contact@crs.com.au
ABN 24 597 445 592
ACN 639 117 061

Holding statement | NDIA price guide changes lead to suspension of Group/Course Support

After recent changes by the National Disability Insurance Agency (NDIA) to the *NDIS Price Guide*, a decision has been made that it is financially unviable for CRCS to continue providing NDIS Group and Course Supports, and that they will be indefinitely suspended from 22 August, 2020.

We regret that participants in our 30 programs will be impacted and no longer be able to take part in the activities these groups support. We are working with their NDIS Support Coordinators to seek alternative support programs for these participants and will continue to do so. We also hope to collaborate with industry allies to implement a structure of continuity for these programs.

It is also regretful that CRCS employees are being impacted as a result. We have found redeployment options for employees within CRCS and the sector more broadly. We are also providing further support through our Employee Assistance Program.

Over the past three years, the NDIA has significantly restructured the pricing model for social and community supports three times. Adapting to these changes requires significant resources to meet the new demands of running our programs and supports. With social distancing measures in place as a result of COVID-19, we have been doubly impacted by having to half the number of participants we could support. We cannot ignore our Duty of Care to our participants, their families, and our employees.

We want to assure participants, their families, and employees that we want to bring back our suite of programs and supports. To do so will require changes to the safety environment and the *NDIS Price Guide*. We implore decision-makers in the NDIA to spend an hour observing the very real, positive impact our social and community programs have had on our participants before making such significant changes to their guidelines.

To our participants, their families and carers – we want you to know that we share your frustrations and disappointment. This was by no means an easy decision to make; indeed, the NDIS groups and course supports we provided have brought as much joy to us as it has to you. We will continue to advocate on your behalf for change in the NDIS, and until such time as a workable structure is introduced and we can open our doors to you again, we hope that you take advantage of the other services that are provided to you in the ACT, and that you remain in contact with us and continue to be part of the CRCS family.

In the event that you wish to provide the NDIA with feedback on how the change to their pricing guidelines is impacting your access to services with any of your support providers, please contact the NDIA by phone on 1800 800 110 or email enquiries@ndis.gov.au or complete the online feedback form located here: <https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>

Mandy Green
Chief Executive Officer – Capital Region Community Services