

National Disability Insurance Scheme

Bereavement Addendum

2024-25

Valid from: 1 July 2024

Version 1.0

(Released 28 June 2024)

[ndis.gov.au](https://www.ndis.gov.au)

ndis

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Further information

Further information on the pricing arrangements for the National Disability Insurance Scheme can be found on the [NDIS website](#).

Version Control

This document is subject to change. The latest version of this document is available on the [NDIS website](#).

Version	Page	Details of Amendment	Date Published	Date of Effect
1.0		2024-25 edition of the <i>NDIS Bereavement Addendum</i>	28 June 2024	1 July 2024

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Plan Management - Bereavement Payment

CLAIM CODE: BEREAVEMENT

Registered plan managers can claim \$104.45 per 30 days for a maximum to 90 days after a participant's death if they are required to undertake usual plan management activities (e.g. processing invoices, payment integrity, etc.) in respect of a participant.

In the month of the participant's death, a plan manager is still eligible to claim the normal monthly processing fee. To be eligible to claim this payment, the participant must have passed away on or after 01/07/2022 and registered plan managers:

- Must be registered for the registration group: 0127: Management of Funding for Supports in Participants' Plans
- Must have engaged the participant before the participant's death;
- Must ensure that the National Quality and Safeguards Commission is notified of the participants death date;
- Must lodge any claims for this payment within 90 days of the participant's death date;
- Can lodge up to 3 claims per participant;
- Must only lodge claims where the plan manager processes invoices or undertakes activities directed by the NDIA.

Invoices for goods or services delivered after the participant dies will be rejected in the portal. These invoices will need to be sent via the Payment Enquiry function within the portal. The Payments team will review these invoices and inform you of the next steps.

More detail on direct billing arrangements is on the payments and billing page of the NDIS website.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
Bereavement	Plan Management – Bereavement Payment Processing Fee <ul style="list-style-type: none"> • A fee for every 30 days (up to a maximum of 90 days) after the death of a participant to finalise their financial management arrangements. 	Month	\$104.45	\$104.45	\$104.45

Support Coordination: Bereavement Payment

Registered support coordinators can claim for services delivered after a participant's death up to a maximum of 90 days if they are required to undertake support coordination activities in respect of a participant.

To be eligible to claim payments, the participant must have passed away on or after 01/07/2024 and registered support coordinators:

- Must be registered for the registration group:
 - 0106 – Assistance in Coordinating or Managing Life Stages, Transitions And Supports
 - 0132 - Specialised Support Coordination
- Must have engaged the participant before the participant's death;
- Must ensure that the National Quality and Safeguards Commission is notified of the participant's death date;
- Must lodge any requests for this payment within 90 days of the participant's death date;

Billable items must only be associated with finalising items included in the participant's plan funding or undertaking activities directed by the NDIA.

Support coordinators will not be able to lodge a payment claim for:

- Cleaning of participant's home;
- Funeral arrangements;
- Counselling;
- Contacting companies that the participant has been paying for services;
- Hire equipment – These should be returned in accordance with signed Service Agreement.

This payment is claimed at the rate based on what was being delivered to the participant prior to their death.

All claims of this type must be done via invoice and through the payment enquiry function with the subject line 'Participant Exit Enquiry'. More information about submitting enquiries is available in the [Using the myplace provider portal step-by-step guide](#) on the [myplace provider portal and resources page](#) of the NDIS website. The Payments team will review these invoices and inform you of the next steps. Providers will not be able to make a claim directly in the portal for these services.

Assistance in Shared Living Arrangements - Supported Independent Living

From 1 July 2022, a provider can claim this support, following a participant's permanent exit due to death, weekly for a period of up to 28 days or 4 weeks, at the specified weekly rate in the participant's plan.

These claims need to be made via the Payment Enquiry function, are subject to the following conditions:

- The provider must comply with relevant NDIS Quality and Safeguards Commission standards and the [National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018](#); and
- The provider must notify the NDIA.

All claims of this type must be done via invoice and through the payment enquiry function with the subject line 'Participant Exit Enquiry'.

The Agency strongly recommends an agreement is recorded between the provider and participant (or nominee) detailing any intention to claim for unplanned exit in accordance with the Pricing Arrangements in the specified circumstances.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_822_0115_1_1	Assistance in Supported Independent Living - Exit Accommodation Permanently	Week	As stated in the participant's plan or otherwise agreed in writing with the NDIA.		