UNDERSTANDING HOW HYPE* USES YOUR NDIS FUNDING

What work can be charged to your plan?

A simple guide to billable and non-billable work at HYPE*

The short version

We only charge your plan for work that is completed for you, linked to your goals or support needs, and allowed under the relevant funding rules. We do not charge your plan for running our business.

Work we may charge to your plan

These examples show the kinds of work your Behaviour Support Practitioner may complete for you.

✓ Sessions with you or your support team

Assessments, observations, coaching, telehealth and care team meetings that directly support you.

✓ Your Behaviour Support Plan

Writing, reviewing and updating your plan, including analysing information connected to your goals.

✓ Reports required for your NDIS plan

Reports requested for a plan start or review, when agreed with you in advance.

✓ Resources made specifically for you

For example, visual schedules, communication supports, quick-reference guides, crisis cards or skill-building materials.

✓ Training for the people who support you

Training or resources about your needs, your plan and how to support you consistently.

✓ Reviewing information and progress

Looking at behaviour or incident information, checking how your plan is working and preparing useful recommendations.

✓ Working with other people in your team

Contact with family, support coordinators, schools, health professionals or other providers when it directly relates to your support.

✓ Travel and short-notice cancellations

These may be charged when the relevant rules and your service agreement allow it. We will record what occurred.

Why might I see charges when I was not in a session?

Some important clinical work happens away from appointments. This is sometimes called indirect or non-face-to-face work. It can still be charged when it is completed specifically for you and supports your goals.

Work we do not charge to your plan

✕ Bookings and scheduling

Arranging appointments, rosters or routine travel monitoring.

✕ Claims and general data entry

Processing invoices, claims, service agreements or ordinary business records.

✕ Running and promoting HYPE*

Marketing, business operations and other overhead costs.

✕ General staff learning

Training, supervision or professional development that is not built around your specific needs.

How HYPE* decides if work is billable

1	**Is the work about you?** The work must be connected to your individual support, not HYPE* generally.
2	**Does it support your goals or needs?** We should be able to explain how the work helps you or your support team.
3	**Has the work been completed?** We do not bill in advance. The time recorded should match the work actually completed.
4	**Is it authorised and allowed?** We check your service arrangements and the relevant NDIS pricing rules before claiming.

What you can expect from us

- We will be able to explain what work was completed and why it supported you.
- We will only record the time actually used.
- We will not charge your plan for general business administration.
- We will check first when an activity is unclear or needs approval.

Questions about a charge?

Please contact the HYPE* team. We can explain the work completed, how it related to your supports and what funding rule was applied.