

Choose a pricing zone

Choose National, Remote or Very Remote on a Service Agreement so new line items start with the NDIS catalogue price for that zone.

WHO IT IS FOR Owner, Admin, Manager, Coordinator, Finance	TIME NEEDED About 4 minutes	LAST REVIEWED 2 October 2026
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Who this is for

Permissions: You need **Can edit service agreements** to see the edit icon, and **Can view service agreements** to open the agreement. A signed agreement is read-only, so its pricing zone cannot be changed. To add a line in step 4 you also need **Can manage agreement line items**.

Before you begin

- You are signed in to BondiByte on a computer.
- The agreement already exists. See [Create a Service Agreement](#).
- You know which zone applies to the support. BondiByte does not work out the zone from the client's address, so choose it using the current NDIS pricing arrangements.



Steps

1 Go to **Service Agreements** > the agreement > the edit icon

- 1 In the left menu, under **Registers**, choose **Service Agreements**, then choose the agreement number to open the agreement.
- 2 In **Agreement Profile**, check **Pricing Zone**. It shows the zone the agreement uses now. Every new agreement starts as **National**.
- 3 At the top right of **Agreement Profile**, choose the pencil icon, **Edit agreement profile**. The profile turns into a form.

Tip: You can also set the zone when you create an agreement from **Service Agreements** in the left menu. The **Create service agreement** window has a **Pricing zone** field. The **Add Service Agreement** window on a client's record does not.

Note: The green **Active** badge beside **Download PDF** means the record is switched on. It is not the agreement's **Status**, which you read in the profile.

BondiByte

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Avery Sample Core Supports Agreement

Back to agreements

Demo User
Demo Organisation

Agreement Profile

Client service agreement summary.

Active Download PDF

CLIENT Avery Sample NDIS NUMBER -

STATUS Draft FUNDING MANAGEMENT Plan Managed

PRICING ZONE **National** START DATE 01/11/2026

END DATE 30/10/2027 TOTAL LINE ITEM COST \$38,261.60

NOTES Draft for the 2026-27 plan year.

Agreement Line Items

1 record(s)

Add line item Import line items

TOTAL WEEKS **52 weeks**

TOTAL LINE ITEM COST **\$38,261.60**

NAME	CODE	HOURLY RATE	HOURS/WK	TOTAL WEEKS	TOTAL COST	ACTIONS
Assistance With Self-Care Activities - Standard - Weekday Daytime	01_011_0107_1_1	\$73.58National	10	52 weeks	\$38,261.60	Remove
Total cost					\$38,261.60	

Signatures

Open the agreement from **Service Agreements** (1), check the current pricing zone (2), then choose the edit icon (3).



2 Choose the zone and save

- 1 In **Pricing zone**, choose **National**, **Remote** or **Very Remote**. Point at the **i** beside the label to read what the setting does.
- 2 Choose **Save changes**. Choose **Cancel** instead to leave the zone as it was.

National: The standard NDIS catalogue price for the support item. This is the default.

Remote: The catalogue's Remote price for the same support item.

Very Remote: The catalogue's Very Remote price for the same support item.

Important: Changing the pricing zone affects new line items only. Existing agreed rates are unchanged.

The screenshot shows the 'Agreement Profile' form. At the top right, there are buttons for 'Active', 'Download PDF', and a refresh icon. The form contains several input fields: 'Client' (Avery Sample), 'NDIS Number' (empty), 'Service agreement ID' (SA-20261002-B48731), and 'Agreement title' (Avery Sample Core Supports Agreement). Below these are 'Status' (Draft) and 'Funding management' (Plan Managed). A 'Pricing zone' dropdown menu is open, showing 'Remote' selected. A tooltip points to the 'i' icon next to the dropdown, stating: 'Changing the pricing zone affects new line items only. Existing agreed rates are unchanged.' The 'Start date' is 01/11/2026. The 'End date' is 30/10/2027. The 'Notes' section contains the text 'Draft for the 2026-27 plan year.' At the bottom right, there are buttons for 'Save changes' (with a '2' icon) and 'Cancel'.

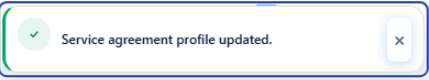
Choose the pricing zone (1), then choose Save changes (2).



3 Check the new zone

- 1 A message confirms **Service agreement profile updated.**
- 2 **Pricing Zone** now shows the zone you chose.

Avery Sample Core Supports Agreement

1 

Agreement Profile Active Download PDF

Client service agreement summary.

CLIENT	Avery Sample	NDIS NUMBER	-
STATUS	Draft	FUNDING MANAGEMENT	Plan Managed
PRICING ZONE	2 Remote	START DATE	01/11/2026
END DATE	30/10/2027	TOTAL LINE ITEM COST	\$38,261.60
NOTES	Draft for the 2026-27 plan year.		

The confirmation message (1) and the new pricing zone in the profile (2).

4 Check which price new line items use

- 1 Choose **Add line item**, search for a support item and choose it, as in Add line items. In the new row, the line under the rate box in the **Hourly rate** column now reads **Reference:** followed by the new zone's name and the catalogue price for that zone, for example **Reference: Remote**.
- 2 Check that a line you saved earlier still shows its own zone beside its rate in the **Hourly rate** column. Changing the zone does not change saved lines.
- 3 Choose **Cancel** if you were only checking. Otherwise enter the hours per week and choose **Save** to add the line.

Note: If the catalogue has no price for the item in this zone, or the item needs a quote, the rate box starts empty and says so. Type the agreed rate yourself before you save.

NAME	CODE	HOURLY RATE	HOURS/WK	TOTAL WEEKS	TOTAL COST	ACTIONS
Assistance With Self-Care Activities - Standard - Weekday Daytime	01_011_0107_1_1	\$73.58National 2	10	52 weeks	\$38,261.60	Remove
Assistance With Self-Care Activities - High Inten	01_400_0104_1_1	111.44 Reference: Remote \$111.44 1	0.00	52 weeks	\$0.00	3 Cancel Save
Total cost					\$38,261.60	

Enter weekly hours to calculate the line item cost.

The reference price for the new zone (1), the saved line that still shows National (2), and Cancel (3).



What happens next

New line items you add now start with the catalogue price for the new zone. You can still edit the agreed rate on each line before you save it.

Lines you saved earlier keep their zone and their agreed rate. If you want an existing line to use the new zone's price, remove it and add it again.

The change is recorded in the client's **History** tab as **Service agreement updated**.

Important notes

Important: You choose the zone. BondiByte does not work it out from the client's address, and it does not check that the zone suits the client. Your organisation is responsible for choosing the right zone and for checking agreed rates against the client's plan and the current NDIS pricing arrangements.

Good practice

- Set the pricing zone before you add any line items. Lines you have already saved keep the price they were saved with, so choosing the zone first saves you removing and adding lines again.
- BondiByte does not check the zone against the client's address, so note the reason for your choice in **Notes** in the agreement profile, for example the client's location and the date you checked the NDIS pricing arrangements. The **History** tab records only that the agreement was updated.
- A new agreement made with **Use last agreement setup** keeps the copied agreement's pricing zone, so check the zone on every renewal. To see how each zone affects prices, read National, Remote and Very Remote pricing.

Troubleshooting

I cannot see the edit icon, or it is greyed out.

Why it happens: Your role does not include **Can edit service agreements**, or the agreement has a signed copy and is read-only.

What to do: Ask an Owner or Admin to check your role. For a signed agreement, create a new agreement and choose the zone there.

The lines I saved before still show the old zone.

Why it happens: Changing the pricing zone affects new line items only, so existing agreed rates are unchanged.

What to do: Remove the line and add it again, or leave it as it is if the agreed rate is correct.

The rate box in the **Hourly rate** column says **Catalogue rate unavailable** for the new zone.

Why it happens: The catalogue has no price for that support item in that zone.

What to do: Type the agreed rate yourself, or choose a different item.

The price in the search list is different from the **Reference** price.

Why it happens: The search list shows the item's standard National catalogue price whatever the agreement's zone, while

Reference is the price for the agreement's pricing zone.

What to do: Use the **Reference** price under the rate box in the **Hourly rate** column as your starting point for the zone.



Need more help?

Guides: bondibyterobotics.com.au/guides | Support: support@bondibyterobotics.com.au

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
Last reviewed 2 October 2026.*