

National, Remote and Very Remote pricing

How the National, Remote and Very Remote pricing zones work on a Service Agreement, which catalogue price each suggests, and what changes when you switch.

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 change an agreement's pricing zone and **Can manage agreement line items** to add lines. A signed agreement is read-only.

Before you begin

- You are signed in to BondiByte on a computer.
- You know what a Service Agreement is. See the Service Agreements overview.

The three pricing zones

Every Service Agreement has a pricing zone: **National**, **Remote** or **Very Remote**. A new agreement starts as **National**.

The zone matches the prices in the NDIS catalogue. A support item has a standard price and, where the catalogue gives them, a Remote price and a Very Remote price for the same item.

The zone is a setting on the agreement. It is not worked out from the client's address, and BondiByte does not check that it suits the client. You choose it, using the current NDIS pricing arrangements.



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Avery Sample Core Supports Agreement

Back to agreements

Demo User
Demo Organisation

Agreement Profile

Active

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Client service agreement summary.

CLIENT

Avery Sample

NDES NUMBER

-

STATUS

Draft

FUNDING MANAGEMENT

Plan Managed

PRICING ZONE

1

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

Add line item

Import line items

1 record(s)

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

The pricing zone in the Agreement Profile (1) and the edit icon that changes it (2).

What the zone changes

The zone decides which catalogue price is suggested when you add a line item. When you choose a catalogue item, BondiByte looks up the price for the agreement's zone and puts it in the rate box in the **Hourly rate** column as the starting figure. This is the agreed rate. The same price is shown under the rate box on a line that reads **Reference:** followed by the name of the zone and the price, for example **Reference: National**.

The agreed rate is yours to edit before you save the line. If your rate differs from the reference price, a note says so. If it is higher, the note asks you to confirm that the rate is appropriate for this agreement. BondiByte does not block a different rate.

BondiByte never swaps in another zone's price. If the catalogue has no price for the item in the agreement's zone, or the item needs a quote, the rate box starts empty and you type the agreed rate yourself before you save.

The price in the catalogue search list is the item's standard National price, whichever zone the agreement uses. The **Reference** line under the rate box is the price for the agreement's zone.



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	<button>Remove</button>
Assistance With Self-Care Activities - High Inten	01_400_0104_1_1	79.6 Reference: National \$79.60	0.00	52 weeks	\$0.00	<button>Cancel</button><button>Save</button> Enter weekly hours to calculate the line item cost.
Total cost					\$38,261.60	

The agreed rate box in the Hourly rate column (1) and the Reference line with the zone and the catalogue price under it (2).

- Add line items

Where you set the zone

You can choose the zone in the **Create service agreement** window, which opens from **Create agreement** on the **Service Agreements** list, and in the agreement profile with the edit icon.

The **Add Service Agreement** window on a client's record has no pricing zone field. A new agreement made there starts as **National**, or keeps the zone of the agreement it copies when you choose **Use last agreement setup**. You can change the zone afterwards in the agreement profile.

- Choose a pricing zone

What happens to existing lines when you switch zone

Changing the pricing zone affects new line items only. Lines you have already saved keep their zone and their agreed rate.

Each saved line shows the zone it was added under, below its hourly rate. When the agreed rate differs from the catalogue price, the line also shows the catalogue reference price next to the zone name.

To bring an existing line onto a different zone's price, remove the line and add it again.

What the zone does not do

The zone only affects the price suggested when a line is added. 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.

A signed agreement is read-only, so its zone and lines cannot be changed. To change them, create a new agreement.

- Service Agreements overview
- Complete the agreement profile



Important notes

Important: Prices in BondiByte come from the NDIS catalogue your organisation uses. Check an agreed rate against the client's plan and the current NDIS pricing arrangements before you rely on it.

Good practice

- Set the zone before you add any line items. A saved line keeps the zone and the price it was added with, so lines added before a change keep their old zone.
- Write the reason for your zone choice in the agreement's **Notes**, so anyone who reviews the agreement later can see why it was chosen.
- If you are not sure which zone applies, check the NDIS pricing arrangements before you add line items. The zone can be changed later, but only new lines are affected.

Need more help?

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

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