(please paste onto your letterhead)

6 July 2022

Hon. Mr Bill Shorten

Minister for the NDIS

PO Box 6022

Canberra ACT 2600

Via email: minister.shorten@dss.gov.au

Cc: Lisa Studdert

Acting Chief Executive Officer- NDIA  
 ceo.office@ndis.gov.au

**Request for urgent pricing intervention for Support Coordinators   
to prevent severe impacts to NDIS Participants**

Dear Minister Shorten,

I am urgently writing to you today as (insert position title) of (insert company name). We are a Support Coordination provider that delivers support to (insert number) NDIS Participants and employs (insert number) workers across (insert your service area).

As you are aware, on 22 June 2022, the NDIA published its decision and outcomes of this year’s Annual Price Review, where the price limits for Level 2 and Level 3 Support Coordinators were frozen again for the third year in a row.

This is a price cut in real terms, my business is not able to absorb a 4.6% fair work wage rise, 0.5% increases to superannuation guarantee and increases to operating costs based on current inflation rates running at over 5% (for things like fuel, electricity, rent etc).

As you are aware Support Coordinators play a critical and vital role in the NDIS. They support NDIS participants with the most profound disabilities, complex support needs and vulnerabilities. In addition we support participants to navigate through crises and complex interface issues, whilst at the same time both our funding and price controls have been reduced in real terms.

Six months ago, the NDIA releases its policy paper as a result of an 18-month review into Support Coordination. To now say that another review is needed is both offensive and diminishes the time that was volunteered by Support Coordinators, business owners and stakeholders in that process.

As a result of these impacts and the decision of the NDIA we are being forced to (cease delivering support coordination within the next 3 months **OR** cease delivering Support Coordination services in the next XX months **OR** reduce our service offering and number of Participants we support **OR** insert another outcome here.)

You have previously championed for the value and role of Support Coordinators. I am respectfully requesting your intervention to direct the NDIA to raise the price limit by the same 9% that most of the NDIS market has received.

Regards,

(Insert your email signature)