(please paste onto your letterhead)

29 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

**Response requested: Urgent pricing intervention for Support Coordinators   
to prevent severe impacts to NDIS Participants**

Dear Minister Shorten,

I am again urgently writing to you 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).

I wrote to you on XX July 2022 following the NDIA’s decision regarding the price limits for Level 2 and Level 3 Support Coordinators being frozen again for the third year in a row. I have not received any response from you, your Office, or the NDIA in relation to this urgent matter nor has there been any public acknowledgement and rectification of the dire situation facing Support Coordination providers and therefore a significant number of Scheme participants.

To reiterate my original correspondence, this decision is a significant price cut in real terms that my business is not able to absorb considering the 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 6% (for things like fuel, electricity, rent etc).

As previously stated, the real impact of the NDIA’s decision is that 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 the value and role of Support Coordinators and, once again, request your intervention to direct the NDIA to raise the price limit by the same 9% received by many delivering NDIS supports. I look forward to receiving a personal and public response and rectification to this critical matter.

I request urgent action and response.

Regards,

(Insert your email signature)