(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

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

Dear Minister Shorten,

Thank you for your reply, via the NDIA (insert reference), in response to my urgent request for your intervention in relation to the recent support coordination pricing decision made by the NDIA. However, given the ongoing inaction I once again must write 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).

The response issued by the NDIA, at your request, states that *“The Annual Price Review concluded that most support coordination providers appear to be able to make a modest return under the current price limits”*. Considering our Peak body, Disability Intermediaries Australia (DIA), 41% of Support Coordination providers operated on an average profit margin between 1% and 3% in the financial year to 30 June 2021, a position echoed in the NDIA’s annual price review findings. As such, I find this statement to be completely out of touch and quite frankly offensive.

To reiterate my original correspondence, this decision represents 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). How does this leave any “modest return under the current price limits”?

The response issued by the NDIA further states that *“it is appropriate to first clarify the role of Support Coordinators in the National Disability Insurance Scheme (NDIS) before finalising the pricing arrangements for this support”.* Considering there has been some form of a review into Support Coordination each year since 2016 and that in December 2021, the NDIA commented on the latest review that it *“clearly outline the role of a support coordinator”* either the statement in your response is incorrect or the long list of reviews have been a total waste of time and NDIA resources, which is concerning considering the recent focus on sustainability.

Rather than highlighting the raw *“considerable number of new entrants”* into the market, you should be aware of the significant exits from the market in terms of both quantity and quality. DIA is actively monitoring the market and gathering information from providers like us. DIA is indicating that over 80,000 participants will be directly impacted via either a loss of provider or a significant reduction in support provided.

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.)

Minister, 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.

Regards,

(Insert your email signature)