



**NDIS Quality
and Safeguards
Commission**

Campaign Snapshot: Support Coordination

The National Disability Insurance Scheme Quality and Safeguards Commission (NDIS Commission) Support Coordination Targeted Campaign (the Campaign) was designed to implement [Part 2](#) of the NDIS Commission's Own Motion Inquiry into support coordination and plan management (OMI).

The campaign aligns with the NDIS Commission's 2025-2026 Regulatory Priorities:

- Strengthened oversight and regulation of unregistered NDIS providers and sole traders
- Provider obligations to support, train and monitor appropriately skilled and capable workers

A total of 4,748 registered and unregistered NDIS providers were identified as in scope because they had billed for support coordination and any other services (excluding plan management) in the six months to 31 December 2024.

Why this matters

Support coordination is an important capacity building support intended to help a participant to understand and use their NDIS plan to pursue their goals; connect with NDIS providers, community, mainstream and other government services; and build their confidence and skills to use and coordinate their supports.

In August 2023 the OMI reported that approximately 45% of active participants had support coordination in their NDIS plans and around 85% of payments for support coordination were made to registered NDIS providers.

Who was involved

- 51 voluntary site visits were conducted with providers (36 registered and 15 unregistered) across five states during the period 26 March to 5 June 2025.
- Across all providers visited they employed approximately 988 support coordinators who provided services to over 24,300 NDIS participants.

What we assessed

The campaign focused on provider practices and compliance with obligations in relation to risk areas identified within the OMI and through market insights analysis:

- quality of support coordination services including skills and knowledge of support coordinators, complaints management, and person-centred supports
- conflict of interest management and participant independence and informed choice.

The campaign contributes to a deeper understanding of the sector and identified enablers and barriers to compliance. The campaign involved direct engagement with providers to assess compliance against sections of the Code of Conduct and multiple NDIS Practice Standards relevant to quality of support coordination services, conflict of interest management and participant independence and informed choice.

Key regulatory outcomes

Of the 51 providers visited, the campaign identified eight providers (16%) with non-compliance:

- Four providers (two registered and two unregistered) were found to be non-compliant with practice standards and/or sections of the Code of Conduct in relation to conflict of interest and quality of services.

- Two providers (both unregistered) were found to be non-compliant with sections of the Code of Conduct in relation to quality of services.
- Two providers (both registered) were found to be non-compliant with NDIS Practice Standards in relation to conflict of interest.

A number of regulatory actions were taken during the campaign, including seven corrective action requests. Actions were subsequently completed by these providers to rectify the identified non-compliance.

Key insights

The campaign yielded valuable insights into support coordination practices across both registered and unregistered providers across the two focus areas.

Quality of support coordination services

- 71% of providers provided services in addition to support coordination, either under the same ABN or through an associated entity, such as under a different ABN, management structure or corporate structure.
- 61% of providers required support coordinators to hold at least a Certificate III in a relevant field with many seeking additional qualifications where possible; most providers delivering Level 3 support coordination reported they required staff to have an allied health background for this role.
- A significant proportion of providers advised they utilise the Specialist Support Coordination Module of the NDIS Practice Standards to guide their practices, delivering supports that consider each participant's circumstances and risk factors, regardless of the level of support coordination funded.
- Almost half of providers visited had developed their own tailored training programs for support coordinators, while about a quarter had engaged external providers, highlighting a proactive and varied approach to workforce development.
- A majority of medium (100 - 999 participants) and large (1000+ participants) providers use a team-based structure in which support coordinators are supported by a dedicated team leader with reduced or no billable caseload.
- 11% of providers had outdated, or incorrect NDIS Commission contact details in documents provided to participants, highlighting a gap in quality assurance that may impact participants' ability to access independent complaints and oversight pathways.

Conflict of interest management and participant independence and informed choice

- Most support coordinators provided participants with at least three service options when coordinating supports, aligning them to participant preferences where possible, indicating an awareness of the importance of choice and control. Providers indicated some instances where this was not possible, notably allied health in regional areas.
- Providers use a range of strategies to identify suitable supports for participants, particularly in the absence of formal service directories. These include public platforms; internally developed provider databases to record and update service providers, specialisations and quality; and ongoing research and engagement in local communities to maintain visibility of non-NDIS and community-based services.
- The majority of providers included secondary employment in their conflict-of-interest registers, identifying and managing potential risks to impartial service delivery.
- Despite having policies, many providers lacked clarity in how to apply conflict of interest management in practice, reinforcing a policy alone is not an enabler.

The campaign identified additional insights in relation to support coordination, with providers reporting:

- uncertainty about the future of their operations in light of the potential shift to navigators and limited communication about this change and the timing of mandatory registration.
- misalignment between support coordination funding and participant needs.

- that support coordinators are often relied upon by participants for informal supports, particularly where natural supports are absent. While this may reflect trusted relationships, it places participants at risk of blurred boundaries and in some cases, exploitation.

Next steps

The NDIS Commission will:

- Develop clear guidance material for support coordinators and participants regarding conflict of interest
- Continue its focus on ensuring quality support coordination services and provider compliance with obligations. Participants and their supporters are encouraged to report any concerns with providers to the NDIS Commission: [Report an issue or make a complaint about a provider or worker](#) .

Additional Resources

- NDIS Commission – [Guide: Code of Conduct for Providers](#)
- Workforce Capability Framework - [Workforce Capability Framework](#)
- NDIA – [Working as a Support Coordination Provider](#)
- NDIA – [Information on Supported Decision Making](#)