Investing to promote higher quality supports for NDIS participants

6 February 2025

Ensuring every NDIS participant has access to the highest quality supports will be the focus of two new pilots to commence this year.

Grant rounds will this week open for the two 12-month pilots – the Support Coordination Pilot and Supported Independent Living Pilot – that will help set a benchmark for quality and pricing.

Registered providers only will be invited to apply.

Supported independent living is one type of home and living support and includes help or supervision in the home with daily tasks, such as personal care or cooking meals.

SIL helps NDIS participants live as independently as possible, while building their capacity and skills.

Support coordinators assist NDIS participants to understand and implement supports included in their plan. They link the participant to providers and other community and government services.

A support coordinator will also support the participant to build skills and direction.

The two pilots will be run by the NDIA and providers will be financially incentivised for participating if they demonstrate high quality.

An analysis will then be conducted and the pilots will inform future approaches to ensure taxpayers and participants get the best value for money for services provided.

The pilots will evaluate the characteristics of quality service provision, and costs and outcomes associated with providing quality services, including to participants who have complex support needs and are at risk of not receiving supports.

Learnings from the pilots will inform the NDIA’s role as market steward, as the Agency continues to review current NDIS pricing models as part of its commitment to a revised pricing approach.

A further pilot will be released later this year which will focus on smaller SIL providers, such as those who deliver more bespoke services, those who support regional and remote communities, and those who specialise in service provision for First Nations and CALD participants.

“We want to ensure we have the right supports that demonstrate high quality and the best use of taxpayer money,” Minister Rishworth said.

“The highest quality supports for participants will in turn lead to better outcomes. We don’t want quality to be a lottery.

“These pilots will help ensure the NDIA has the information and insights it needs to deeply understand how providers are working to offer quality supports, and the cost of delivering these supports.”

Minister Assisting the Minister for the NDIS Anne Aly said these initiatives will provide us with valuable insights, driving quality improvements across the NDIS.

“Working with established, high-quality providers, we can ensure that participants, particularly those with high and complex needs, continue to have access to quality care and services that meet those needs.” Minister Aly said.

The two pilots follow significant reforms to the NDIS to ensure the Scheme’s sustainability for generations to come.

December data shows the Scheme remains in line with forecasts of 12 per cent growth in costs this financial year, before coming down to the National Cabinet target of 8 per cent growth next year.

“These savings are built on significant reform to support participants to spend in line with their funding period, rather than exhausting all of their funding too soon,” Minister Rishworth said.

“This strengthening of the NDIS will ensure every dollar in the Scheme goes towards quality supports for participants.”

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