12 March 2026

Insights and feedback from National Disability Insurance Scheme providers will help inform how high-quality therapies are priced in the future, under a new $20 million national pilot program.

27 registered disability service organisations will share data on service delivery, workforce skills and participant outcomes, under the 12-month NDIS Quality Supports Program Therapy Pilot.

The Australian Government wants to make sure that NDIS participants are offered value for money while maintaining the viability of disability service providers.

The information gathered through this pilot will help to uphold that commitment, by improving understanding of how quality therapy is delivered and its cost.

Therapy supports account for around 10 per cent of NDIS spending, with 465,000 participants accessing the services.

All providers in the pilot offer occupational therapy, speech therapy and physiotherapy, among other supports. They include a mix of different service models, including remote and regional delivery.

Among those involved:

- NextSense, employing more than 300 staff and supporting more than 1,400 NDIS participants
- Better Rehab, supporting more than 12,000 NDIS therapy participants nationwide & employing more than 400 staff
- Cerebral Palsy Alliance, providing therapy supports to over 3,000 NDIS participants and employing more than 2,500 staff

Participating providers were selected following a closed non-competitive grant process. Grant funding will offset the costs of working with the NDIA in collecting data on their operations.

The therapy pilot will run alongside those already underway in Supported Independent Living and Support Coordination, as part of the $45 million Quality Supports Program.

More information can be found on the Quality supports program page.

Quotes attributable to NDIS Minister, Senator Jenny McAllister:

“NDIS participants deserve quality disability services, and the organisations providing those services should feel confident that they have a secure and sustainable future ahead of them.”

“By working closely with a range of quality providers, we’ll learn crucial information that will make the NDIS stronger now and into the future.”

Quotes attributable Chris Rehn, NextSense Chief Executive:

“We look forward to working with the NDIA to build a clearer picture of what it takes to deliver safe, high-quality supports. By contributing our experience, we aim to help shape pricing and policy settings that support strong outcomes for participants while sustaining a capable and skilled provider workforce.”

“This pilot is important for organisations like NextSense because it supports the NDIA’s efforts to ensure that quality providers remain sustainable and able to function effectively in the community.”

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