7 September 2026

> **Disclaimer:** This message is shared on behalf of the Department of Health, Disability and Ageing.

The Australian Government is making changes to help secure the future of the NDIS . These reforms aim to improve how the NDIS works while ensuring people with disability continue to receive the supports they need. We are working with the disability community to help shape these changes and understand how they may affect participants, families, carers, providers and workers.

Have your say on the future of NDIS support coordination and connection service

The Australian Government wants your feedback on the proposed design of a new NDIS support coordination and connection service.

The government has announced the introduction of a new commissioned NDIS support coordination and connection service from 1 July 2028.

This service will replace the way NDIS participants currently receive support coordination services. The reform seeks to improve quality and service consistency and be more responsive to participant needs.

Support coordinators play a valuable role in helping participants understand, access and coordinate supports. At the same time, there are opportunities to improve consistency, quality, safeguarding, and clarity about the roles of different providers.

To address these opportunities for improvement, the Department of Health, Disability and Ageing and the National Disability Insurance Agency (NDIA) have developed early ideas about how a future NDIS support coordination and connection service could work. Feedback from this consultation will help inform advice to government, which will decide the final design.

They’re seeking feedback on:

- what the service should do
- quality and safeguarding arrangements
- how services could be delivered
- supporting NDIS participants to understand, access and coordinate their supports.

People with disability, their families, carers and kin, advocates, providers and the broader disability community are encouraged to take part.

Have your say

For more information and to have your say, visit Consultation Hub .

Consultation closes 11.59 pm AEST, 2 October 2026.

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