



Australian Government

Department of Health, Disability and Ageing

NDIS Support Coordination and Connection

Have your say about how support
coordinators should work

Easy Read version



How to use this document



Australian Government

Department of Health,
Disability and Ageing

We are the Australian Government Department of Health, Disability and Ageing.

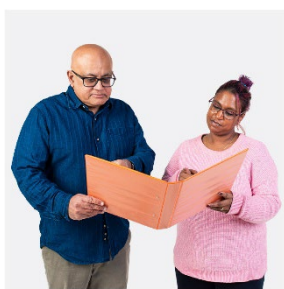
We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [19](#).



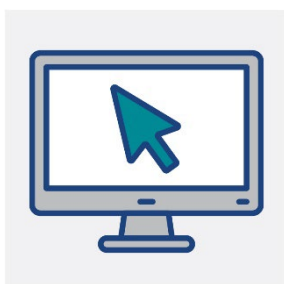
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



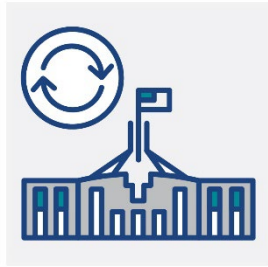
You can find the other document on our website.

<https://consultations.health.gov.au/disability-and-carers-group/scc-reform>

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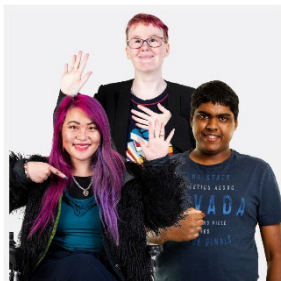
Changes to NDIS support coordinators



The Australian Government is making some changes to the **National Disability Insurance Scheme (NDIS)**.



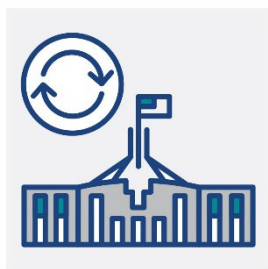
The NDIS provides services and supports to **participants**.



Participants are people with disability who use the NDIS.



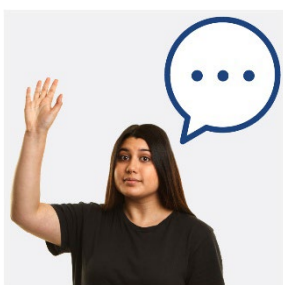
The **National Disability Insurance Agency (NDIA)** runs the NDIS.



The Australian Government is changing how **support coordinators** work.



Support coordinators help participants understand and use their supports.



We want to hear what you think about how support coordinators should work.

How support coordinators work now



Support coordinators are a support that participants can get in their **NDIS plan**.



An NDIS plan has information about:

- a participant and their goals
- what supports a participant needs
- what the NDIS will pay for.



Participants choose a support coordinator.



Participants use **funding** to pay for their support coordinator.

Funding is money from an NDIS plan that pays for the supports a participant needs.

What will change

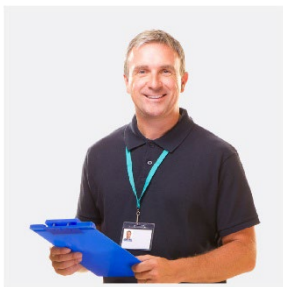


The way support coordinators work will change on **1 July 2028**.

Nothing will change before then.



After 1 July 2028, the NDIA will choose and pay **providers** to deliver a new service.



Providers support people with disability by delivering an NDIS service.



The new service will be called support coordination and connection.

We will also call it the SCC service.



This means participants will no longer:

- pay for support coordinators themselves
- have funding for support coordinators.

What the community told us



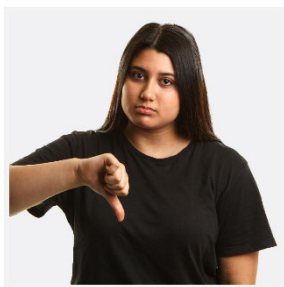
Over the past few years, we asked the community what they think about support coordinators.



Many participants have had good experiences with support coordinators.



But there are also problems.



Participants don't always get the support they need.

Some support coordinators tell participants to use services that:

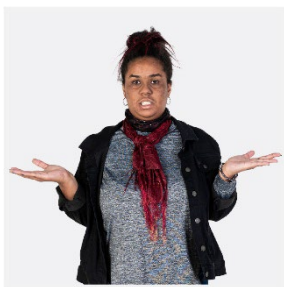


- get the support coordinator more money

but



- aren't right for the participant.



It can be hard for people to understand how support coordinators can help participants.

We heard that it's important to have:



- clear tasks for support coordinators to help participants use their plan



- skilled workers who understand disability



- support for people with complex needs.

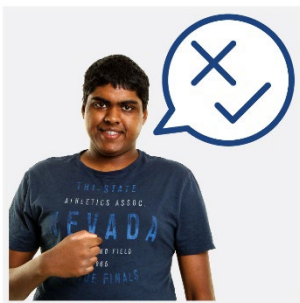


We heard support coordinators should:

- care about keeping participants safe
- help participants choose the right supports and services.

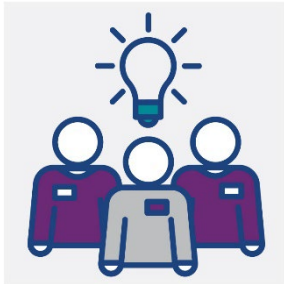


We heard that participants need support coordinators in places far away from cities or towns.



We also heard that participants need choice and control when they use NDIS supports.

How the new SCC service could work



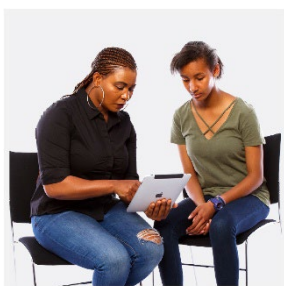
The NDIA has some ideas about how the new SCC service could work.



For example, the SCC service would only be for some NDIS participants.



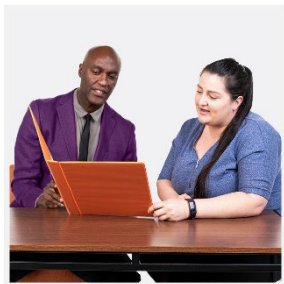
The NDIA would think about how much help participants need to understand and use their plan.



Some participants might need more support to find and use services.

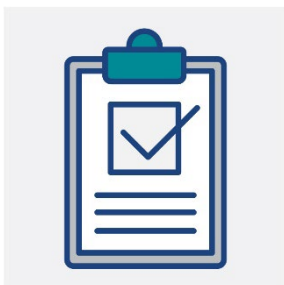


The SCC service would only be for these participants.



If a participant cannot use the SCC service, they could still get support in other ways.

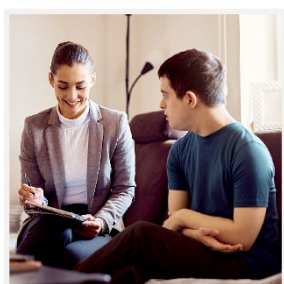
The SCC service would help participants:



- understand what types of services will support them to achieve their goals



- find NDIS providers and services

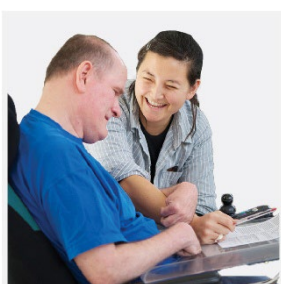


- find other services in the community.

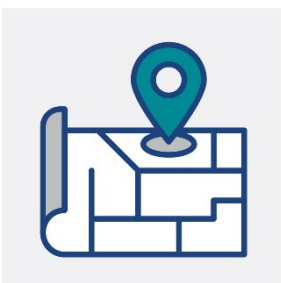


The workers in the SCC service would have the right skills.

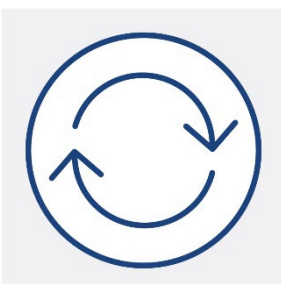
This will make sure they can support participants with different needs.



Some participants might get more support from the SCC service if they have complex needs.



The NDIA would choose one organisation to provide the SCC service in each local area.



We know these ideas are big changes.

We will:



- share more information before the new SCC service starts



- support people when the change happens.

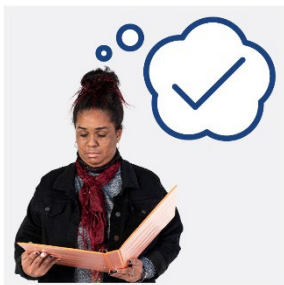
Questions for you



We want to hear from people with disability about how the SCC service should work.



Below are **4 questions** for you to think about.



What would help people:

- understand services?
- find and use services?



How would you like to get support to find services?

For example, do you want to meet someone:

- in person
- or
- online?

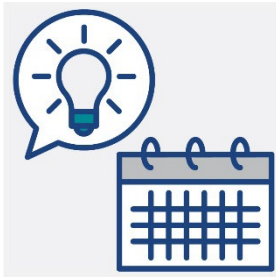


What are the most important skills and experiences an SCC provider should have?

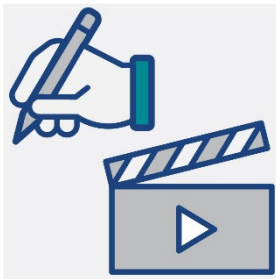


What else should we think about?

How to share your ideas

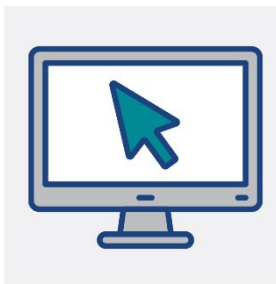


You can share your ideas with us until
Friday 2 October 2026.



You can:

- write down your ideas
- record a video – including an Auslan video.



You can share your ideas on our website.

<https://consultations.health.gov.au/disability-and-carers-group/scc-reform>



You can send us an email.

SCCreform@health.gov.au

Word list

This list explains what the **bold** words in this report mean.



Funding

Funding is money from an NDIS plan that pays for the supports a participant needs.



National Disability Insurance Agency (NDIA)

The NDIA runs the NDIS.



National Disability Insurance Scheme (NDIS)

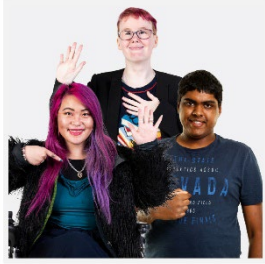
The NDIS provides services and supports to participants.



NDIS plan

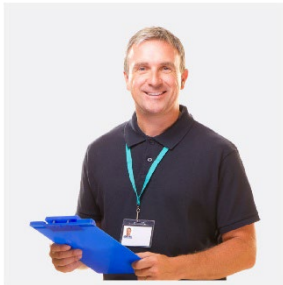
An NDIS plan has information about:

- a participant and their goals
- what supports a participant needs
- what the NDIS will pay for.



Participants

Participants are people with disability who use the NDIS.



Providers

Providers support people with disability by delivering an NDIS service.



Support coordinators

Support coordinators help participants understand and use their supports.



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