



Own Motion Inquiry into support coordination and plan management – Part 2

Background

The NDIS Commission published Part 1 of the OMI into Support Coordination and Plan Management in August 2023 which identified serious quality, safeguarding and integrity risks. Part 1's findings are consistent with DRC, NDIS Review, government and independent reviews, which have called for intermediary supports to have stronger standards and independence to increase quality, reduce conflict of interest and ensure participants are able to exercise genuine choice and control.

Part 2 Terms of Reference required the NDIS Commission to examine if changes should be made to how support coordination and plan management are regulated to address quality and safeguarding concerns and support the positive contributions made by good support coordination and plan management identified in Part 1 of the inquiry.

Part 2 will be an Action Plan that outlines actions which aim to improve the quality and integrity of support coordination and plan management. The action plan is based on Part 1 and considered the findings from the DRC and NDIS Review.

NDIS Commission support coordination and plan management Action Plan

Strengthening market stewardship activity

Action 1: Coordinate market stewardship activities and develop a cross-agency strategy

- Strengthen market stewardship activities with National Disability Insurance Agency and Department of Social Services to improve the quality and safety of plan management and support coordination.
- Develop a market stewardship strategy to advance the quality and safety of intermediary type supports.

Proposed timeline: Commenced and ongoing

Enhancing regulatory settings

Action 2: Introduce mandatory registration for support coordination and registration conditions for plan management and support coordination

- Progress consultation on mandatory registration for support coordination transition approach and conditions on registration to reduce conflicts of interest and increase quality of supports.

Proposed timeline: Consultation – Q4 2024 to Q1 2025 (transition to be informed and determined through consultation)

Action 3: Develop Practice Standards that promote good practice

- Undertake co-design to develop NDIS Practice Standards and Quality Indicators for plan management, support coordination and intermediary type support to strengthen the provision of high-quality and safe supports.

Proposed timeline: Co-design – Q1 2025 to Q4 2025

Action 4: Enhance auditing and assessment

- Increase audit requirements for plan management from verification to certification level. An increase in audit requirements will ensure plan managers comply with the NDIS Practice Standards and Quality Indicators Core Module to reflect the higher risk profile of these services, ensuring more rigorous quality assurance processes.

Proposed timeline: Consultation – Q4 2024 to Q1 2025 (transition to be informed and determined through consultation)

Responding to poor quality support coordination and plan management

Action 5: Strengthen appropriate regulatory action that responds to poor quality practice

- Increase compliance campaigns to address quality and integrity issues.

Proposed timeline: Q1 2025 to Q1 2026

Increasing communication to monitor and improve capability

Action 6: Improve communication on good practice and key issues for plan management and support coordination

- Improve communication to highlight providers' good practice and key systemic issues.
- Strengthen participant engagement to improve the ways the NDIS Commission receives feedback on the quality of support coordination and plan management.

Proposed timeline: Ongoing