

A sustainable NDIS requires sustainable quality providers, and we can no longer take that for granted.

National Disability Services is Australia's peak body for disability service organisations, representing providers who support more than 300,000 Australians with disability. Our members are committed to high-quality, evidence-based practices and are central to the success of the NDIS.

We believe the NDIS is Australia's most significant social reform in a generation, transforming hundreds of thousands of lives for the better. But we have reached a critical point in the Scheme's development, one that demands a renewed vision and commitment.

Regulation and pricing for quality

Successful NDIS reform relies on everything working well together, including regulatory systems, foundational supports, state and territory services and employment programs, to deliver a disability ecosystem that fully supports all Australians with disability.

The government's role in this ecosystem, particularly controlling the regulatory and price settings that govern the system, is paramount. However, over 90 per cent of organisations and individuals delivering NDIS services are not registered with the Quality and Safeguards Commission and there are no differences in pricing that properly account for the costs associated with delivering a quality service.

Without universal registration, government can't effectively oversee sector quality. Without tiered pricing, quality providers are paying a price for

their diligence that undermines the sector's sustainability.

Deep expertise for complex needs


The 2024 State of the Disability Sector report revealed a precarious outlook for quality disability service providers. Half the respondents made a loss in the 2023-24 financial year, adding another year of eating into their financial reserves. Many can no longer sustain these losses and 21 per cent are considering getting out of the disability sector entirely.

These are providers that have deep expertise in service delivery, often built up over decades. They invest in their workforce and quality systems and are connected with their local communities.

If these providers stop delivering services it will be devastating for the sustainability of the NDIS and the broader disability ecosystem. People will lose access to quality services. This is a serious issue, particularly for people with complex support needs, and people who live in rural and remote areas.

Making reform sustainable

NDS and our members support reform to make the NDIS sustainable. We want to find ways to improve value for money in Australia's investment in the NDIS by targeting existing funding towards quality services, along with a suite of other measures to support a viable sector. None of these changes should impact participant budgets.



Goal: A sustainable disability service system, supported by strong, quality providers.

As the peak body for disability service providers in Australia, National Disability Services urgently calls on all political parties to commit to these key priorities in the lead-up to the 2025 federal election and work with the disability community on policies that will give Australians with disability the high-quality services they need.

Value Quality

- ▶ **Tiered pricing:**
NDIS prices that support quality services without increasing budget costs for participants, including tiered payments for registered providers that demonstrate a commitment to quality, those working in rural and remote areas, and those working with participants with very complex needs.
- ▶ **Independent pricing:**
transfer NDIS pricing to the Independent Health and Aged Care Pricing Authority (IHACPA) to ensure transparent and fair pricing and sustainability of the Scheme.
- ▶ **Registration for all:**
universal registration for all providers of NDIS services.
- ▶ **Funding for workforce:**
pricing that enables better wages and working conditions, including funding for training and career development.

Reforms and Sector Stewardship

- ▶ **NDIS minister in cabinet:**
ensure a cabinet role for the NDIS.
- ▶ **Clear roadmap for reform:**
to provide clarity for the sector to plan services and minimise disruptions for people with disability.
- ▶ **Invest in foundational supports:**
implement a foundational supports strategy and work with states and territories to establish a strong disability ecosystem for all Australians with disability.
- ▶ **More jobs for people with disability:**
deliver policies and programs that boost jobs for people with disability.
- ▶ **Regulation:**
a strong and proportionate regulatory system that protects people and upholds high standards.

Reform Essentials

Led by people with disability ▶

Informed by providers to enhance services, sustainability and innovation ▶

Supported by intergovernmental collaboration and coordination

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