



Dear Senators and Members,

I am forwarding the attached correspondence previously sent to the Minister regarding a critical and escalating issue within the NDIS—namely, the underfunding of Support Coordination and the absence of a clearly defined, funded role responsible for overseeing the effective and safe implementation of participant plans.

I am taking the step of escalating this more broadly due to increasing frustration that this issue is not being publicly addressed, despite the growing media focus on fraud, misuse of funds, and systemic inefficiencies within the Scheme.

From a frontline perspective, the connection is clear.

Support Coordinators are one of the only roles within the NDIS that have visibility across the entirety of a participant's plan—services, providers, risks, outcomes, and expenditure. Yet, funding for this role is being reduced to levels that make meaningful oversight impossible.

At the same time, there is no alternative role within the current system that is funded to actively manage, monitor, and safeguard the implementation of NDIS plans.

This raises a fundamental question:

If Support Coordination is reduced, and Plan Management is limited to financial processing, then who is responsible for ensuring that NDIS plans are implemented safely, effectively, and in line with legislative intent?

Surely this systemic gap has been identified at the policy level.

And if it has, why is it not being openly discussed as part of the national conversation around NDIS sustainability and reform?

The current public narrative focuses heavily on fraud and misuse. However, there is little to no attention given to the structural conditions that allow these issues to occur—namely, the absence of adequately funded plan oversight.

This is not only a workforce issue. It is a participant safeguarding issue and a Scheme integrity issue.

It is also, importantly, a preventable issue within the current system.

I strongly believe this is a matter that warrants:

- public transparency
- policy clarification
- and urgent reconsideration of how Support Coordination is positioned and funded within the NDIS

This is the conversation that should be taking place—not only within government, but publicly.

I would welcome your attention to this matter and any opportunity to contribute further to discussions or inquiries.

Yours sincerely,

**Kelly Williams**

**Support Coordinator & Psychosocial Recovery Coach for NDIS Participants**

[Redacted]

[Redacted]



[Redacted]