

AUSTRALIAN DISABILITY INTERMEDIARIES SECTOR REPORT

APRIL 2020

461

respondents to the first Intermediaries Sector Survey, representing providers who deliver supports to

85,260

Plan Management Participants

54,636

Participants with funded Support Coordination



95% of Plan Managers lodge payment requests within 3 business days

99% of Plan Managers disburse funds to providers within 3 business days

24,560 FTE

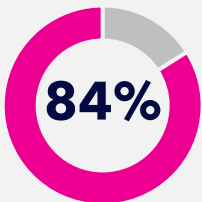
workers across Australia are employed by respondents, including:

2,572

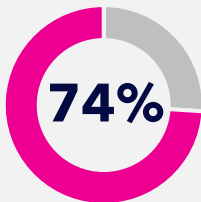
People with a disability

1,296

Carers



Support Coordination Respondents



Plan Management Respondents

Agree or strongly agree that the policy environment is unclear.

\$108.4M

has been invested into the sector since NDIS establishment.

\$117.5M

is earmarked for further investment in the sector over the next 3 years.



6 in 10 respondents reported that they **strongly disagree or disagree** that **systems and process** in the NDIS **are working well**.



120,000

NDIS participants utilise a Registered Plan Management Provider

35%
of all NDIS Participants



Respondents reported that on average around **30 hours of Support Coordination is being funded in Participants NDIS plans**, with respondents and DIA believing that this should be the minimum and not the average.



130,000

NDIS participants have plans that included funded Support Coordination

39%
of all NDIS Participants