19 November 2026

The Australian Government is charging ahead with strengthening the integrity of the National Disability Insurance Scheme (NDIS), with work beginning to commission plan management services by establishing a new Plan Management Panel.

The process to select the Panel will begin in April 2027.

From today, all plan managers are invited by the National Disability Insurance Agency (NDIA) to provide information about how the system should be shaped to best support NDIS participants.

Changes to plan management services were announced in May as part of Labor's reforms to secure the NDIS for future generations.

Commissioning plan management and support coordination services will save the NDIS more than $1.4 billion over the forward estimates, with additional savings expected from reduced fraudulent and sharp practice, conflict of interest, poor integrity and misuse losses.

Plan managers play a key role in stewardship of taxpayer money, ensuring billions of dollars in claims each year are made correctly.

This market must operate with integrity, and reform of the market for plan management services must take place to meet the high standards expected of the NDIS.

As of June 2026, 69% of participants are plan-managed, and in the June quarter alone, plan managers oversaw $8.6 billion in payments.

From July 2026 to September 2026, in just 3 months, the NDIA rejected over 3,500 plan managed claims totalling over $5.8 million. In 40% of cases no services were delivered and in one-third of cases, the services were not funded in the participant's plan.

The NDIA has 989 plan managers under Manual Payment Reviews - a compliance mechanism triggered when the NDIA is concerned about fund misuse, non-compliance or fraud. This enables the NDIA to manually check claims before they are paid.

Analysis shows that small NDIS plan managers are more susceptible to fraud, integrity and compliance issues.

Historically, over 90% of the smallest 1,000 plan managers have fraud risk indicators.

As at 5 October 2026, 926 of 1,442 active NDIS plan managers had 100 participants or fewer on their books. Of these, 678 had been the subject of at least one integrity treatment such as manual payment review, debt raising, targeted engagement or criminal investigation.

Commissioning plan management will strengthen participant safeguards, improve oversight of NDIS funding and ensure plan management services meet consistently high standards.

Contractual arrangements will eliminate conflicts of interest that occur when a plan manager refers participants to use services they are affiliated with or have exclusive deals with.

Some 74% of current active plan managers have some form of claiming as a downstream provider.

The Panel will also enhance integrity and identity checks, strengthen claiming and payment processes, and improve technological and cyber security standards.

Once the Plan Management Panel is established, participants will be supported to choose a new provider from the Panel, where necessary.

There will be a six-month transition period once the Panel is established to ensure participants are supported and have time to make an informed choice.

In the meantime, participants can continue using their existing plan management services.

The Request for Information is available on our NDIS engagement site and closes at 11.59pm on 10 December 2026.

More information on the process and the Panel is available at Changes to plan management.

Quotes attributable to Senator Jenny McAllister, Minister for the NDIS:

“Establishing a Plan Management Panel means we can design a market for these services that operates with integrity, sets high standards, and makes it clear what accountability looks like."

"It also means better protection for NDIS participants from bad actors and those who seek to rip off participants, their families, and the taxpayer."

“We want to hear from plan managers as their input is vital to selecting a high-quality group of providers for participants.”

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