Plan management and support coordination: what we know now

The confirmed dates, what is still being decided, and what it means for you right now.

Scan to read the full guide

Nothing changes today.

Keep using your plan, your plan manager and your support coordinator as normal. The NDIS will let you know if a change affects you.

Plan management

A panel of plan managers

If you use plan management, you will need a plan manager from the panel. You will be supported to move if yours is not on it.

- **October 2026**
  Plan managers asked for feedback
- **April to June 2027**
  Tender opens, closes and providers are notified
- **October 2027**
  Panel launches and a 6 month transition begins
- **April 2028**
  Transition ends. Panel plan managers only

Support coordination

Support Coordination and Connection (SCC)

A new service commissioned by the NDIA. It will replace the way participants receive support coordination today. Dates before July 2028 are indicative.

- **September to October 2026**
  Public consultation (closed 2 October)
- **2027**
  SCC providers commissioned
- **Early 2028**
  Participants and providers prepare
- **1 July 2028**
  SCC begins. Current support coordination continues until then

○ Planning and consultation steps ● Key dates that will affect participants

Confirmed or still being designed?

Confirmed

- ✓ Plan manager panel by 1 October 2027
- ✓ SCC starts 1 July 2028
- ✓ Current arrangements continue in the meantime
- ✓ 2026 to 27 fees for both services are unchanged

Still being designed

- ? How plan management will be priced
- ? How many plan managers will be on the panel
- ? Who will be eligible for SCC
- ? How SCC providers will be chosen and paid

What you can do now

1. **Use official sources**
   Check ndis.gov.au for updates
2. **Stay put for now**
   No need to change providers
3. **Keep good records**
   New record keeping rules are coming
4. **Ask your providers**
   How will they keep you informed?

Our commitment

We are actively preparing for these changes and are committed to meeting the requirements of the future plan management panel. We will keep you informed and supported every step of the way.