

MEDIA RELEASE

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William Campbell Foundation Calls for Urgent Action on NDIS Pricing Reforms

William Campbell Foundation (WCF) is urging the Federal Government and the National Disability Insurance Agency (NDIA) to suspend the NDIS pricing reforms scheduled to come into effect on 1 July 2025, warning the changes will hit local communities hard and compromise care for those who need it most.

“These reforms come at a time when community-based providers like ours who provide NDIS services are already stretched to breaking point,” said Sonia Liddicoat, CEO of William Campbell Foundation. “The freezing and reduction of price caps for key services - such as support coordination and allied health - will further destabilise an already fragile workforce and force organisations like ours to reconsider the viability of delivering critical supports under the NDIS.”

William Campbell Foundation delivers trauma-informed disability services across the Illawarra and Shoalhaven regions, providing life-changing support to children, young people, and families. But like many not-for-profit providers, WCF is under increasing pressure from all directions with rising service delivery costs, flat funding in other program areas, and ongoing workforce shortages.

“This isn’t about profits - this is about people. Our staff are deeply committed to their work, but the funding simply does not reflect the real costs of quality, person-centred care. If these reforms proceed, we will be forced to do more with even less and that puts local participants at risk,” Ms Liddicoat said.

WCF joins a growing chorus of disability providers across Australia calling for the NDIA to:

- Immediately pause the implementation of the 2025 pricing changes,
- Reinstate fair travel allowances and loading for regional service delivery, and
- Engage directly with frontline providers, participants and providers to co-design a sustainable pricing model that reflects the true cost of delivering services.

“Our staff are already going above and beyond to meet demand, but we are losing skilled professionals to higher-paying sectors and recruitment in our region is already challenging,” Ms Liddicoat said. “Cutting prices in this climate is not sustainable and will make access to care more difficult for participants in need.”

WCF supports the broader reform agenda of improving outcomes and accountability across the NDIS but warns that stripping back funding without addressing structural issues will only push ethical, community-based providers out of the market - leaving vulnerable people with fewer choices and less support.

“We want to be part of a strong, sustainable NDIS that puts people first. But we cannot do that with one hand tied behind our back,” Ms Liddicoat said.

About William Campbell Foundation

William Campbell Foundation is a not-for-profit, community-based organisation committed to empowering children, young people, individuals, and families across the Illawarra and Shoalhaven. Through we provide trauma-informed, culturally responsive services that promote safety, healing, inclusion, and opportunity. Our programs span disability support, out-of-home care, education, and clinical services - creating real and lasting change for those who need it most.

For more information, visit www.wcfoundation.org.au

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