

MEDIA STATEMENT

Monday 19 August 2024

Pillar Support Coordination to cease services

Western Australian human services company PeopleKind Group has made the difficult decision to close the operations of Pillar Support Coordination (Pillar).

Pillar specialises in providing support coordination services to Western Australians with disability, developing comprehensive and tailored support plans for individuals to utilise NDIS funding.

PeopleKind Group Managing Director Health and Specialised Supports Nebs Franich said the closure was extremely regrettable but was necessary due to several factors including uncertainty over future support coordination requirements under flagged NDIS changes, and a five-year freeze to date on pricing for key services under the Scheme.

“PeopleKind Group was established as a parent company to support organisations to make a positive and lasting difference in our community, but with Pillar that has become increasingly challenging and financially unsustainable,” Mr Franich said.

“Pillar has worked hard to establish itself as a reputable and reliable support coordination provider to Western Australians with disability, but the prices currently being paid under the NDIS do not cover the costs of delivering high quality support coordination services.”

Mr Franich said the challenges had not been restricted to Pillar with several other organisations already taking the decision to cease support coordination services in recent months.

Pillar operations will end on Friday 30 August 2024, with 12 employees impacted. All will receive their appropriate entitlements.

“As a priority we are supporting existing clients to find alternative providers and ensure the transition is as smooth as possible for them,” Mr Franich said.

No other organisations of PeopleKind Group are affected by the Pillar decision.

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