



Statement of Support - NDIS

Providing professional organising services to NDIS participants

The **Institute of Professional Organisers (IOPO)** represents Professional Organisers across Australia, providing education, setting standards, and advocating for the industry.

As the leading body for Professional Organisers in Australia, we represent a sector that delivers support to NDIS participants by fostering independence, improving functionality, and empowering individuals to manage their environments effectively across multiple domains of functional capacity.

This Statement of Support advocates for the recognition and appropriate funding of professional organising services under the National Disability Insurance Scheme (NDIS).

How Professional Organisers support NDIS participants

Professional Organisers support NDIS participants with physical, psychological, or psychosocial disabilities, including Autism, PTSD, acquired brain injuries, and a range of mobility issues. They address the root causes of disorganisation, develop life skills, and create sustainable systems that enhance independence and quality of life.

Professional Organising services include:

Tailored Systems Development:	Creating customised systems to improve accessibility, mobility, and functionality in living spaces.
Decision-Making and Self-Management Support:	Assisting participants with decision-making, self-management, behaviour change, and maintaining organisational systems to achieve long-term independence.
Hands-On Assistance:	Providing side-by-side, practical support to reduce physical, psychological, and developmental obstacles, resulting in improved outcomes.
Collaborative Care:	Working closely with allied health professionals, such as occupational therapists, counsellors, and psychologists, to deliver holistic, participant-focused solutions.
Guidance Through Challenges:	Supporting clients during decision-making processes while managing executive dysfunction and emotional dysregulation.
Continuous Review and Reporting:	Regularly reviewing and adapting strategies to meet evolving needs or fluctuating functional capacity, as well as producing detailed progress reports.

Professional Organisers can work with or coordinate the work of cleaners, domestic assistants and Support Workers. A Professional Organiser's rate reflects the complexity and expertise required for their tasks.



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Addressing NDIS funding criteria

Professional organising services fulfil the NDIS's "reasonable and necessary" framework by:

- **Promoting Independence:** Supporting participants to build capacity in decision-making, goal-setting, and organisational skills to reduce reliance on external supports.
- **Addressing Long-Term Outcomes:** Unlike short-term solutions such as cleaning, professional organising tackles the root causes of disorganisation, enabling participants to sustain positive changes.
- **Complementing Allied Health Services:** Working with psychologists, occupational therapists, and other therapy supports, Professional Organisers provide practical hands-on implementation, ideally complementing the therapist's clinical approach.
- **Supporting NDIS objectives:** By building participants' daily living skills, professional organising directly aligns with the core objectives of the NDIS.

Professional Organising across the 6 NDIS functional domains

Professional Organisers assess how a disability impacts upon all aspects of a participant's life, and improve functional capacity through:

1. Communication:	Helping participants develop systems to manage correspondence, schedules, and tasks, reducing overwhelm and enabling clearer, more effective communication with support networks and service providers.
2. Social Interaction:	Creating safe, organised and welcoming environments that enable participants to host visitors, engage socially, and participate in community activities with greater confidence.
3. Learning:	Training participants in practical organisational strategies that improve focus, information processing, decision-making and the application of new skills in everyday life.
4. Mobility:	Enhancing physical accessibility by decluttering and reorganising spaces, removing obstacles, and improving ease of movement for participants with mobility challenges.
5. Self-care:	Simplifying daily routines so participants can better manage personal hygiene, medication, and health-related tasks, fostering autonomy and well-being.
6. Self-management:	Empowering participants to take control of their environments, improve executive functioning, develop emotional regulation skills, set goals and enact behaviour change, and maintain systems for long-term independence.

These outcomes align directly with the NDIS's focus on improving participants' functional capacity and achieving their goals.



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Challenges in the current NDIS landscape

Recent legislative changes have created significant challenges for NDIS participants and providers making it harder for participants to fund the professional organising services they rely on to achieve independence and reducing opportunities for Professional Organisers to deliver high-quality, goal-oriented support to participants who need them most.

- **Increased Compliance Requirements:** Fines for plan managers or providers found misusing line items have created a climate of fear. This is resulting in plan managers rejecting services that have previously been approved as reasonable and necessary. Similarly, self-managed participants can now be fined for non-compliance.
- **Inappropriate Line Item Categorisation:** Plan managers are increasingly directing Professional Organisers to invoice clients using line items designed to cover cleaning or household maintenance services. The description of services in these line items does not adequately reflect the scope and complexity of services delivered by Professional Organisers, nor do price limits set for cleaning and household maintenance adequately reflect current market rates for Professional Organiser services.
- **Reduced Flexibility:** The removal of previously uncapped line items has restricted the ability of plan managers and support coordinators to allocate funds for services that fall outside precise classifications.
- **Assertion that NDIS does not fund Professional Organising Services:** The NDIS guidelines published in October 2024 neither explicitly include or exclude Professional Organising services. It is therefore a misinterpretation and a misconception of these guidelines to state that the NDIS does not fund Professional Organising services.

Closing statement

Professional Organisers deliver specific services that help NDIS participants achieve greater independence, functional capacity, and quality of life. By addressing the root causes of disorganisation and equipping participants with practical, long-term skills, these services align with the NDIS's core objectives and deliver meaningful, sustainable outcomes.

This outline of the role of a Professional Organiser has been created to assist decision-makers within the NDIS to appropriately recognise and fund professional organising services, ensuring participants have access to the tailored support they need to thrive in their daily lives.

Together we can assist individuals reach their full potential and build a more inclusive, supportive community for all.

For more information, please contact the IOPO at info@iopo.com.au or visit www.iopo.com.au.

The IOPO Advisory Board