# NDIA Provider Application Programming Interfaces Technology Questionnaire

**December 2021**

Return by email to DPO@ndis.gov.au

Mail physical copy to:

API Onboarding

NDIA Digital Partnership Office

GPO Box 700

CANBERRA ACT 2601

**ndis.gov.au**



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### Notes for navigating and editing this document

**General Notes**

This document is protected so that only editable fields can be changed but additional rows in tables can be inserted as required.

All editable fields have unlimited text entry, and the document will expand in page length when large amounts of text are entered.

Spelling and grammar can be checked according to the word processor you are using.

If you have any issues completing this form, please [contact the NDIA Digital Partnership Office](mailto:dpo@ndis.gov.au).

### **Privacy notice**

If you choose to complete this application you will give us personal information of each staff member who you list as a contact person. The NDIA will use this personal information to process your application and manage your access to the NDIA’s APIs. We cannot process your application or manage your access to the NDIA’s APIs without this personal information. Our [Privacy Policy](https://www.ndis.gov.au/about-us/policies/privacy) contains information about how the NDIA handles personal information and how you and your staff members may access, update and correct personal information we hold about you.

## Applicant Organisation Details

**Please Note** At this time, applications to become an NDIA Digital Partner may only be lodged by:

* Registered Providers (including Registered Provider Plan Managers)
* Software Developers who partner with a Registered Provider (or Registered Provider Plan Manager).

We are not yet able to accept applications from organisations that do not fall into one of the above categories.

If you wish to discuss this or any other aspect of your application, please contact the Digital Partnership Office at [DPO@ndis.gov.au](mailto:DPO@ndis.gov.au)

**Applicant Organisation**

| **Information needed** | **Response** |
| --- | --- |
| Organisation Name |  |
| ABN |  |
| Business Street Address |  |
| Preferred Email Address |  |
| Organisation Phone |  |

What year was your company formed?

**Please note**: To support this application we require you to provide a Company Extract from the Australian Securities and Investment Commission (ASIC) dated within four (4) weeks of the date of application lodgement.

Does the applicant organisation have any other linked entities such as trading companies or head entities? If so, please detail:

**Linked entity 1**

| **Information needed** | **Response** |
| --- | --- |
| Organisation Name |  |
| ABN |  |
| Relationship to Applicant |  |

**Linked entity 2**

| **Information needed** | **Response** |
| --- | --- |
| Organisation Name |  |
| ABN |  |
| Relationship to Applicant |  |

**Linked entity 3**

| **Information needed** | **Response** |
| --- | --- |
| Organisation Name |  |
| ABN |  |
| Relationship to Applicant |  |

## Contact Details

Primary contact person.

| **Information needed** | **Response** |
| --- | --- |
| Name |  |
| Position |  |
| Email |  |
| Phone |  |

Other relevant personnel who may be involved in application process:

| **Information needed** | **Response** |
| --- | --- |
| Contact One Name |  |
| Contact One Position |  |
| Contact One Email |  |
| Contact One Phone |  |
| Contact Two Name |  |
| Contact Two Position |  |
| Contact Two Email |  |
| Contact Two Phone |  |
| Contact Three Name |  |
| Contact Three Position |  |
| Contact Three Email |  |
| Contact Three Phone |  |
| Contact Four Name |  |
| Contact Four Position |  |
| Contact Four Email |  |
| Contact Four Phone |  |

## Application Programming Interfaces

To support your on boarding process to become a Digital Partner, you must request access to test all NDIA APIs. Do you agree to test all APIs during the testing phase?

Yes  No

Please see Appendix A that references all of our current APIs.

## Registered Provider

Registered Providers (and Registered Provider Plan Managers) who are the primary applicants for Digital Partnership should complete this section. All NDIS registered providers must be registered with the [NDIS Quality and Safeguards Commission](https://www.ndiscommission.gov.au/providers/registered-providers). Software Developers who are the primary applicant should not fill in this section, but should go to Section 5: Software Developers.

### Objectives and Background

1. What outcomes does your organisation wish to achieve through this program?

1. How many Participants do you currently provide services for?

1. Will you be partnering with a Software Developer as part of your NDIA API development?  Yes  No
   1. If Yes, please provide details of Software Developer below:

| **Information needed** | **Response** |
| --- | --- |
| Organisation Name |  |
| ABN |  |
| Business Street Address |  |
| Organisation Email |  |
| Organisation Phone |  |

1. Has the software you will use to interact with the NDIA API’s been developed exclusively for your organisations use?  Yes  No  Unsure
2. Do you currently access API’s from other Australian Federal Government Agencies?   
    Yes  No
   1. If Yes, please give names of Federal Agencies:

1. Does your organisation currently use external consultants?  Yes  No
   1. If Yes, please give names of consulting agencies:

### Software Product Details

Please list all the applications used in your ICT systems, which may or may not interact directly with APIs, but would be integrated with the ICT system/application consuming NDIA APIs.

Please also include descriptions of non-Production systems that will be used to test the APIs and data. Please label as ‘non-prod’.

| **Product** | **Software component name / version** | **Function** | **In-house / Outsourced** | **NDIA API Consumer?** |
| --- | --- | --- | --- | --- |
| Core CRM |  | Customer  Relationship  System |  | Yes  No |
| Reporting |  |  |  | Yes  No |
| Finance |  |  |  | Yes  No |
| Others |  |  |  | Yes  No |

*Note: Feel free to add pages should you need to provide additional information.*

### Additional Questions

1. Do you currently manage NDIS Participant information in your IT systems?   
    Yes  No
   1. If Yes, please provide details of how information is gathered and stored:

1. Where will the data received from the NDIA API’s be stored?   
    Australia  Overseas
   1. Please provide the location and name of data centre(s):

Please note that only IT Systems with data based in Australia will be allowed to access NDIA API’s in line with the [Australian Government Information Security Manual](https://www.cyber.gov.au/ism) and [Australian Government Protective Security Policy Framework](https://www.protectivesecurity.gov.au/). A breach of any applicable requirements of may incur penalties and suspension of API access

1. Will data received by API’s be transferred between systems?  Yes  No
   1. If Yes, please note the security protocols that will be used (e.g. TLS 1.2 or similar)?

1. How will the data received by API’s be protected? Detail the operational and technological process for protecting the data

1. How will the data received by API’s be accessed and by whom?

1. Does your organisation have a key management process to ensure that API authentication credentials are securely managed?  Yes  No
2. Are there any quality certifications for systems or processes, such as iRAP or ISO27001?  Yes  No
   1. If Yes, please provide specific details:

## Software Developers

Software Developers who are the primary applicants for Digital Partnership should complete this section. Registered Providers who are the primary applicant should not fill in this section, but should go to Section 4 Registered Providers. Software Developers may be required to undergo a Cyber Security Review as part of the application process. Further details on this Cyber Security Review, including the Assessment Framework, will be detailed within the application process.

### Commercial Information

1. Is the software you and/or your client will use to access the NDIA API’s being provided exclusively for a single Registered Provider?  Yes  No
   1. If Yes, we ask that the Registered Provider apply for Digital Partnership through **Section 4**. Do not complete the rest of this section.
   2. If No, please continue to next question.
2. Is your software currently used by NDIS Registered Providers?  Yes  No
   1. If Yes, how many Registered Providers currently use your software?

* 1. If Yes, how many of these Registered Providers do you expect to provide access to NDIA API’s?

1. As part of your NDIA API development, you must partner with a Registered Provider. Please provide details of the Registered Provider below:

| **Information needed** | **Response** |
| --- | --- |
| Organisation Name |  |
| ABN |  |
| Registered Provider No. |  |
| Business Street Address |  |
| Organisation Email |  |
| Organisation Phone |  |

### Software Product Details

Please list all the applications used in your ICT systems, which may or may not interact directly with APIs but would be integrated with the system/application consuming NDIA APIs.

Please also include descriptions of non-Production systems that will be used to test the APIs and data. Label as non-prod.

| **Product** | **Software component name / version** | **Function** | **In-house / Outsourced** | **NDIA API Consumer?** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |

*Note: Feel free to add pages should you require furnishing additional information.*

### Additional Questions

1. Do you currently provide software solutions or services to the NDIS Registered Provider market?  Yes  No
   1. If Yes, please provide a simple explanation of the functional aspects of your solution:

1. What outcomes does your organisation wish to achieve through this program?

1. To what extent does your organisation provide NDIS services? Select **one** category below that is most applicable to you:
   1. Primarily focus on providing solutions for the NDIS Provider Market.   
       Yes  No
   2. One of many markets we serve.  Yes  No
   3. Don’t currently provide solutions/looking to provide solutions to the NDIS Provider Market.  Yes  No
2. How many organisations does your company provide software or services to?

* 1. What types of organisations do you provide software or services to?

1. Do you have any employees who work from locations outside Australia?   
    Yes  No
   1. If Yes, where are they located?

1. Do you rely on any third parties to develop or support your solutions or software?   
    Yes  No
   1. If Yes, please provide details of their organization and location

1. What technologies do you use to build or support your solutions?

1. Where will the data received from the NDIA API’s be stored?   
    Australia  Overseas
   1. Please provide the location and name of data centre(s):

Please note that only IT Systems with data based in Australia will be allowed to access NDIA API’s in line with the [Australian Government Information Security Manual](https://www.cyber.gov.au/ism) and [Australian Government Protective Security Policy Framework](https://www.protectivesecurity.gov.au/). A breach of any applicable requirements of may incur penalties and suspension of API access

1. Do you access any Government API service(s) such as those provided by the ATO?  Yes  No
   1. If Yes, please detail which service(s) you access:

1. Have you been independently certified within the last two years for the following?
   1. iRAP?  Yes  No
   2. ISO / IEC 27001?  Yes  No
   3. SOC2?  Yes  No
   4. Other  Yes  No (please specify)
2. Please outline your security architecture approach for your software and solutions.
   1. Please outline how data in flight and at rest is managed and protected;
   2. Please also outline how access to the systems is managed to limit risk, for example, role based access and separation of concerns:

## Appendix A - NDIA Application Programming Interfaces

| **API Name** | **Description** |
| --- | --- |
| Payment Request Creation Single | Submit a single payment request for one service booking |
| Payment Request Creation Batch | Submit a set of payment requests for multiple service bookings and/or multiple participants |
| Payment Request List All | Retrieve a list of all payment requests made by the provider |
| Payment Request List Specific | Retrieve a single payment request made by the provider |
| Payment Request List Specific Batch | Retrieve a list of all payments requests submitted using Post Batch payment request |
| Service Booking Creation | Places a service booking against a participant’s funded supports. This allows the provider to make a service booking for a support category or support item. |
| Service Booking Update Quantity and Amount | Provider can update the current quantity and allocated amount of an existing service booking |
| Service Booking Extend End Date | Extends the ending date of an existing service booking |
| Service Booking Reduce End Date | Reduces the ending date of an existing service booking |
| Service Booking Update Status | This API updates the status of an existing Service Booking in the Participants plan. |
| Service Booking List All | Retrieves a list of all the provider’s service bookings |
| Service Booking List Specific | Retrieves a specific service booking assigned to the provider |
| Service Booking Delete | Deletes a specific service booking assigned to the provider |
| Plan Retrieval | Retrieves the appropriate approved plans required for service bookings |
| Plan Retrieval - Plan Goals | Retrieves Participant goal and Nominee details for approved plans |
| Quotation List All | Retrieves a summary of all quotations for the provider along with current status on each |
| Quotation Response | Allows the provider to respond to a specific request for a quote from NDIA |
| Notification List All | Retrieves a list of all the notifications that a provider has subscribed to receive |
| Notification Subscribe | Enables the provider to subscribe to a type of notification |
| Notification Unsubscribe | Enables the provider to unsubscribe from a previously subscribed type of notification |
| Reference Data All | Retrieves a list of all the required datasets and parameters for the developer to know. |
| Reference Data Attribute | Retrieves values for a specific attribute that needs to be passed into other APIs. |
| Reference Data Sub-attribute | Retrieves values for a specific sub attribute data that needs to be passed into other APIs. |
| Product Catalogue View | Retrieves NDIA's Product Catalogue details |
| Upload File | Enables the provider to upload a file as a supporting document |