

# National Disability Insurance Scheme Market Enablement Framework

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# Contents

<b>1</b>	<b>Context.....</b>	<b>3</b>
1.1	Governance.....	4
1.2	Monitoring the market.....	4
1.3	Market enablement options .....	4
1.3.1	Providing information.....	5
1.3.2	Building consumer and community capacity.....	6
1.3.3	Changing market settings .....	6
1.3.4	Commissioning a service .....	7
<b>2</b>	<b>The Market Enablement Framework.....</b>	<b>8</b>
2.1	Stages of the MEF .....	8
2.1.1	Preparation.....	9
2.1.2	Identification .....	9
2.1.3	Prioritisation .....	9
2.1.4	Investigation.....	10
2.1.5	Intervention .....	10
2.1.6	Evaluation.....	10
<b>3</b>	<b>Scenarios .....</b>	<b>11</b>
3.1	Market issue: Thin markets.....	11
3.1.1	Scenario – insufficient demand to encourage providers to provide services in a rural area.....	12
3.2	Market issue: Provider exits – planned or unplanned .....	12
3.2.1	Scenario – a provider has advised the NDIA of their intention to exit the disability marketplace.....	13
3.3	Market issue: A market segment is unable to operate under current market settings .....	13
3.3.1	Scenario – two providers of respite services in the same area have contacted clients to advise they will no longer provide overnight services and will limit day services. ....	14
<b>4</b>	<b>Glossary.....</b>	<b>15</b>

# 1 Context

The National Disability Insurance Scheme (Scheme, NDIS) is a transformational approach to disability supports and services that is creating a radically new disability services marketplace. The National Disability Insurance Agency (NDIA) and the Commonwealth, state and territory governments are jointly overseeing the establishment and growth of the NDIS disability marketplace.

The NDIS will scale from 200,000 participants in August 2018 to an expected 460,000 participants at full Scheme. The welfare-based system that has been in place under state and territory government schemes is being replaced by a market-based system where participants can choose their own supports. This is a fundamental change.

The NDIS is an insurance scheme. Building the economic and social participation of Australians with disability is the core focus of the NDIS. The NDIS aims to deliver better outcomes for people with disability to produce a long-term social and economic benefit for the whole country.

This insurance-based approach is focused on early investment and intervention, which will improve outcomes later in life and will reduce longer-term costs. It is underpinned by four principles:

- Develop actuarial estimates of the reasonable and necessary support needs of the targeted population.
- Focus on lifetime value for Scheme participants.
- Invest in research and encourage innovation.
- Support the development of community capability and social capital.

The development of a disability services marketplace that will meet full scheme demand will progressively evolve. Funding in the sector is estimated to increase to \$22 billion in 2019-20, when the NDIS is at full Scheme. To meet the expected increase in demand for disability support services, the national disability services workforce will need to approximately double from pre-NDIS levels. Support for this growth is provided by the Department of Social Services.

The NDIS creates significant opportunities for those existing and new providers who can successfully engage with participants as customers, understand the NDIS requirements for outcomes, and provide value for money. The NDIA also recognises that its engagement, analysis and strategies need to be responsive to many different circumstances.

During the transition period, and to support a timely and meaningful growth in supply in the new marketplace, the NDIA expects to play a more active role as the marketplace adjusts and grows. It will take time for consumers to confidently exercise choice in the marketplace, for existing providers to adapt and expand as needed, for new providers to enter, and for the disability workforce to significantly grow.

Initial market signs from trial and transition areas have been positive, but the NDIA is aware that the development of the marketplace presents short term challenges, and that few new markets of this scale in Australia have ever developed and grown at such a rapid pace.

The NDIA's market stewardship role includes monitoring, evaluation, oversight and, where necessary, intervention. The vision of the NDIS is to build a competitive and contestable marketplace that is flexible and responds to the choices and preferences of participants.

The Commonwealth, state and territory governments will continue to work with the NDIA through and beyond transition.

## 1.1 Governance

The [Market Approach: Statement of Opportunity and Intent](#) (the Market Approach), released in November 2016, was developed to communicate the NDIA's role as a market steward and describe at a high level the kinds of activities the NDIA undertakes in this role. The Market Approach explains the NDIA's role in encouraging a healthy and diverse marketplace for disability services and supports, outlining how the NDIA will work with the sector and community to encourage and support growth in the size, number and range of disability support providers and the services they offer.

The NDIA has developed the [Rural and Remote Strategy](#) to ensure the market is responsive to and appropriate for people with disability, their families and carers living in rural and remote areas.

The NDIA has also developed the [Aboriginal and Torres Strait Islander Engagement Strategy](#) that addresses how the NDIA will work with Aboriginal and Torres Strait Islander communities with a focus on supporting local communities to build and implement their own solutions by incorporating existing approaches, knowledge and infrastructure.

## 1.2 Monitoring the market

The NDIA is improving its approach to monitoring how the NDIS marketplace is developing. The NDIA monitors the market by focusing on the impact on participants. For example, the NDIA considers whether participants are able to access a service and have choice of providers, and considers whether there are any risks to participants in that context.

In any marketplace providers enter and exit the market for a variety of reasons. In a mature and healthy market, new providers will fill any gaps left by exiting providers. Where a provider leaves the NDIS market it may be for a range of reasons, most of which are not cause for intervention by government.

The NDIA will monitor markets by analysing key data and by talking with stakeholders to understand market issues, where the issues are, their likely causes, and any impacts on participants.

As the market matures, most issues will resolve without intervention. However there may be circumstances where deliberate action and intervention by government is required.

## 1.3 Market enablement options

The NDIA expects that the markets will develop organically to meet the needs of participants, and that any intervention will reduce over time. While the market matures, the NDIA will consider intervening in extraordinary circumstances.

If intervention is required, the NDIA will use the lightest touch to resolve the issue on behalf of participants or the market as a whole.

There are a limited range of options or 'levers' that the NDIA has available to use to influence the marketplace. These levers range from 'light touch' actions, such as the provision of additional information to the market, to more interventionist options such as reviewing market settings, for example price controls, or directly purchasing services on behalf of participants in very extraordinary circumstances.

### 1.3.1 Providing information

The NDIA's most frequent market intervention is likely to be the provision of information. Information is critical to the functioning of markets and it can be used to improve business and investment decisions, facilitate targeted expansion, or assist participants to connect with providers prepared to offer a service.

In general, access to accurate, timely, and relevant information will assist the market to function optimally.

Over time, as in any marketplace, reliable information will become available from third-party sources and providers will increase their capacity to source and analyse their own information, reducing the need for the NDIA to be involved in the provision of information.

Currently the NDIA publishes regular information to assist the market to grow and function.

Examples of information which is assisting to improve the NDIS marketplace include the following:

- [Provider Finder](#): the NDIA website has a list of registered providers by state and is making enhancements to its Provider Finder tool, to enable participants to more easily connect with suitable providers and exercise greater choice and control in sourcing providers.
- [Market Insights](#): offer concise information into specific submarkets, designed for providers looking to understand key trends and market opportunities, and focus on areas in the marketplace that need to grow substantially, change to reflect participant choices, and be created to meet participants' needs in the NDIS.
- [Market Position Statements](#): inform market stakeholders and help current and prospective providers to prepare for the opportunities. Market Position Statements allow providers to better understand areas of expected demand growth and the characteristics of particular markets around Australia.
- [Market Analytics](#): the NDIA produces Quarterly Reports, including market dashboards. These reports and dashboards provide market analytics and information (including statistics) about participants in each jurisdiction and the funding or provision of supports by the NDIA in each jurisdiction.

The information produced by the NDIA is intended to contribute to the information being generated by and available in the marketplace. In some cases, the NDIA uses highly targeted information as a more deliberate intervention for an identified market issue.

The NDIA communicates information through a range of methods, including the NDIS website, provider forums, industry and provider reference groups and regional engagement events.

### 1.3.2 Building consumer and community capacity

Informed and empowered consumers are an essential part of a functioning marketplace. A key principle of the NDIS is that participants are the real decision makers. Given this is a change from a welfare-based model of providing support, it is recognised that participants will take time to fully exercise their power and choice in the marketplace.

Over time, participants' choices will directly influence the operation of the marketplace and the NDIA's market steward role will reduce. Supports and capacity building initiatives have been and continue to be introduced to strengthen the capacity and capability of communities and participants.

The NDIA actively encourages the development of these capabilities in participants and their supports. These initiatives are detailed in the [Information, Linkages and Capacity Building Commissioning Framework](#) and include:

- [Information, Linkages and Capacity Building \(ILC\)](#): One focus of ILC is supporting organisations to encourage people with disability to connect to their communities in a way that is more accessible and inclusive;
- [Local Area Coordination \(LAC\)](#): LACs assist by linking participants to the NDIS and providing information and links to the community; and
- [Capacity Building Supports through plans](#): Capacity Building Supports enable participants to increase their ability to manage their day-to-day activities independently. These supports are designed to deliver an improved outcome for the participant, including increased skill development, independence, social and economic participation whilst reducing the need for future funded supports.

The NDIA communicates with the community by using several avenues, such as the NDIS website, social media channels and newsletters.

### 1.3.3 Changing market settings

One of the functions of market stewardship of the NDIS is regulating entry and continued participation in the Scheme. Providers need to agree and adhere to the operational terms, system rules and standards.

Operational guidelines, safeguards, and other rules help protect market viability and the long term interests of both participants and providers. Administering these arrangements is an ongoing market stewardship role and the enforcement will be a market intervention activity.

Some of the existing regulations include:

- Terms of business:
  - Establishing protocols and processes that are binding on a Registered Provider of supports to participants in the NDIS; and
  - Ensuring providers agree to uphold the objectives of the NDIS and work with participants to achieve individual outcomes.
- Pricing reviews / Price Guide:
  - Setting and reviewing NDIS prices;
  - Updating prices on at least an annual basis effective 1 July each year, taking account of market trends, changes in costs and wage rates;
  - In submarkets, taking temporary measures to support the marketplace; and
  - Moving over time to deregulated prices as the market matures.

Market setting changes are communicated by media release and the NDIS website, as well as through direct contact with providers as needed. The NDIA receives feedback through a number of sources – emails, surveys, information through regional offices and LACs, as well

as by specific feedback from providers – and uses this information to determine whether market setting changes are needed.

#### **1.3.4 Commissioning a service**

It will take time for the market to grow to fully meet participant demand. As the market matures, temporary gaps between supply and demand may occur.

Some supports under the NDIS have not been funded under previous state and territory systems, meaning entirely new or significantly different markets are required to grow. An historic lack of providers or disability support workers may exist in a specific location. State and territory governments may remain a key partner in addressing these issues, including continuing to respond in specific circumstances during transition.

Some state and territory governments have signalled their intent to cease as direct service providers, intending to pass these services to private providers. This will add to the market growth that is required to meet full Scheme demand.

In rare circumstances where risks are extraordinarily high and other alternatives are not available, the NDIA may consider directly purchasing a service on behalf of a group of participants for a short period of time. In this instance, the NDIA would work with existing providers (who may or may not be registered with the NDIS) and consider approaching providers who offer adjacent services such as aged care.

Direct commissioning is an effective intervention when demand is low or not at scale and this supports the emergence of a market-based model. This occurs because there are not enough customers to maintain a business.

As the NDIS marketplace matures, periods and areas of high demand and low supply are likely to arise occasionally. In these scenarios, high demand with low supply signals opportunities for providers to expand to meet the demand and commissioning is unlikely to be a suitable intervention. The NDIA is likely to monitor these areas and periods, reviewing relevant market settings or providing information as appropriate.

If commissioning is required, the NDIA will work with providers, state/territory governments and other community stakeholders to provide a tailored solution.

## 2 The Market Enablement Framework

The NDIA has developed a rigorous approach to monitoring the market, identifying potential issues, deciding whether to intervene, and if so, what type of intervention is required. The Market Enablement Framework (MEF) aims to balance responsiveness to current market issues with advance warning and mitigation of potential future issues.

The NDIS marketplace has discrete sub-markets, defined by NDIS support category and geographic location. Market issues can be caused by local, systemic or policy level issues. The NDIA anticipates the majority of issues addressed by the MEF will be at a local level. However, entire support type/category, regional, state or national market issues may indicate the need for a broader form of systemic or policy-based intervention.

The MEF will address market issues, and while non-market issues may be identified, they will be referred to the entity best able to respond.

The MEF supports market stewardship by identifying if and how to intervene to address market issues. It does so by:

- monitoring and analysing markets;
- triaging issues which have been identified through market monitoring;
- establishing the tools to assist in investigating market issues; and
- providing guidance for the selection of interventions if needed.

The primary application of the MEF is expected to be in markets defined by region (covering multiple local government areas) and support type (for example support coordination, assistive technology).

When monitoring markets, the MEF considers:

- lack of choice – where participants are unable to choose between providers or try different providers or services, or where participants have previously used a particular provider and no new providers are registering; and
- access – where there are too few providers or no providers, where providers have traditionally not been available, where there are too few participants for a provider to be viable, where providers are unwilling to travel, or where participants are unable to travel.

The MEF is not intended to:

- address critical needs, such as urgent access to supports for complex clients (this is addressed through the critical service issues response and crisis response mechanisms);
- manage quality and safeguards (this will be managed by the NDIS Quality and Safeguards Commission); or
- trigger interventions to realise non-market benefits, for example interventions to manage scheme costs or support the sustainability of the NDIS should be referred to other functions as determined by the Scheme Actuary and Executive.

### 2.1 Stages of the MEF

The MEF has six stages of activities. There are a number of ways the MEF can be implemented in practice and not all stages will be required for every issue.



Diagram 1 outlines the six stages. Scenarios can be found in Section 3 of this document.

## Market Enablement Framework flowchart

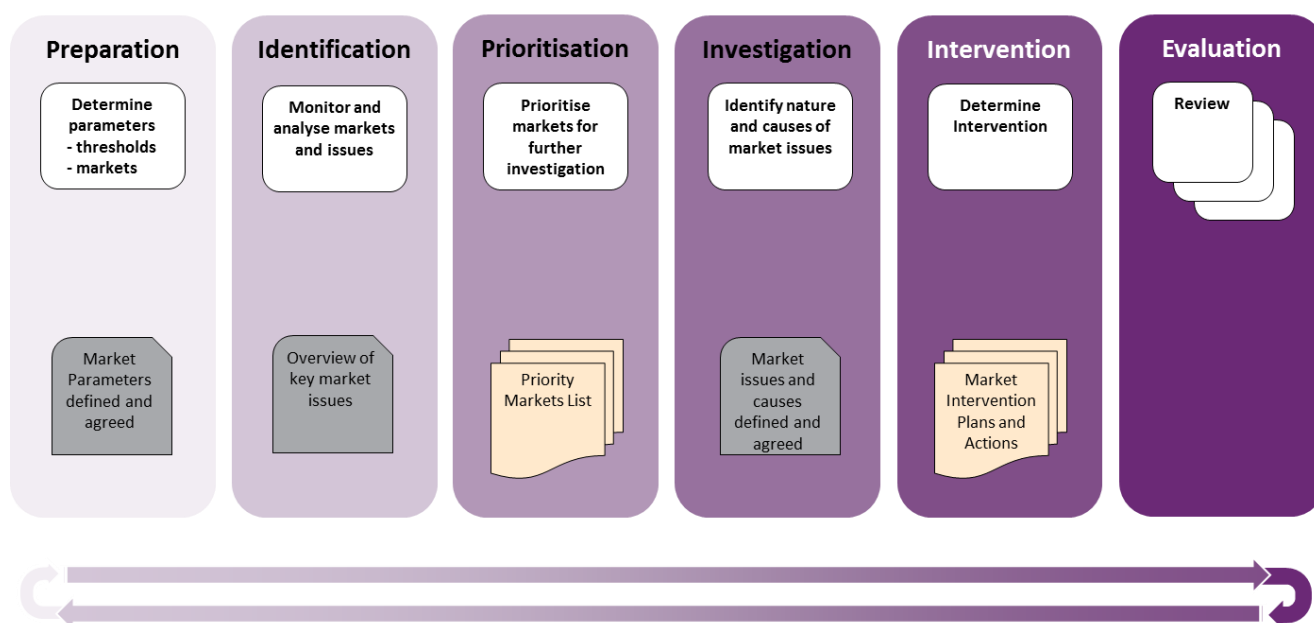


Diagram 1 – the process for working through the six stages of the MEF, noting that not all stages will be required every time.

### 2.1.1 Preparation

To determine the parameters for monitoring markets, the NDIA will agree on the definition of the market – whether to define the market by geography, support type or both. The NDIA will identify available data (both qualitative and quantitative) and establish thresholds for each of the metrics for that particular market.

### 2.1.2 Identification

The NDIA will look at which markets are presenting critical issues. The NDIA will monitor markets using quantitative data from existing data sources (such as utilisation data and provider registration), and conduct local monitoring of the market, primarily relying on qualitative data sources (such as provider feedback, LAC advice and complaints).

The NDIA will collect information for a number of different markets simultaneously, and produce an overview of the key issues present, including the risks, for each market.

### 2.1.3 Prioritisation

The NDIA will prioritise which markets are investigated further. This will ensure that the Investigation and Intervention stages are focused on the set of markets where they are most needed.

The NDIA will look at which supports participants are unable to access in a particular market or region (such as daily supports or community access) and prioritise actions based on the impact on participants. For example, if a participant needs assistance with morning activities such as dressing and bathing, this would be considered a higher priority than a participant who is unable to source travel to participate in a community activity. Market prioritisation will enable the NDIA to create a list of next steps.

Once the markets for investigation have been agreed, the NDIA will identify what additional information is required to fully understand the market issues present and to support the design of interventions (if necessary).

The outcome of the analysis process is the Priority Markets List that outlines the markets for investigation, the information to be collected through the Investigation stage, and the area of the NDIA responsible for obtaining that information.

#### **2.1.4 Investigation**

This stage of the MEF will look at each priority market to determine the underlying causal factors that are driving the critical risks for this market.

The information collected through this stage relates to market factors that have been identified by the NDIA as key market elements that have helped, or are anticipated to help, in the diagnosis of market issues and their causes.

The NDIA will collect quantitative data from NDIA systems to understand drivers of market issues, and seek further qualitative information from the local area, potentially involving additional engagement with people with disability, providers and LACs to better understand the root causes of market issues.

The outcome of this stage is a detailed set of quantitative and qualitative information that defines the nature of the market issues and their causes, including the level of that market's maturity.

#### **2.1.5 Intervention**

The information collated in the Investigation stage will be considered by the NDIA, in collaboration with other key stakeholders, to identify if an intervention is needed, and if so which intervention should be applied.

The NDIA may determine that no intervention is necessary, for example if the investigation shows that the market can manage the risk, then the NDIA may choose to just closely monitor that particular market.

If an intervention is required, the NDIA will consider potential interventions that can address the market issues and undertake a comparative analysis to examine the potential benefits and risks of each intervention and identify a preferred option.

Once the intervention has been agreed, an Intervention Plan will be developed to guide the implementation, communication and evaluation of the intervention. This will identify roles and responsibilities, communication methods, timeframes and metrics to support evaluation of the intervention.

Following the appropriate approvals, those responsible will implement the interventions in accordance with the Intervention Plan to address the market issues.

#### **2.1.6 Evaluation**

The NDIA, along with other key stakeholders, will evaluate the application and effectiveness of the intervention. Review meetings will be held to monitor the progress of the intervention, examine the outcomes, and determine whether any further actions are required.

Because the framework will generally be applied in a regular cyclical manner, the lessons learned from the evaluation will inform the next Identification and Investigation stages.

Findings from evaluation are critical to the continual improvement of the MEF as evaluations will examine the impact of interventions to inform future decision-making.

## 3 Scenarios

To understand how the MEF will work in practice, the following scenarios have been developed. These scenarios relate to issues that could be expected to occur in the NDIS marketplace. The specifics of the scenarios are fictitious and their purpose is solely to demonstrate how the NDIA would work through a market issue.

### 3.1 Market issue: Thin markets

Thin markets are markets with few or no providers, or few participants. This can be due to a number of factors. For example, the market has historically had a monopoly provider; the market is too remote to attract providers; the demand is not sufficient to encourage providers to invest; there is a lack of information on future requirements to attract providers; and/ or the number of participants in that area is too low to attract providers.

The NDIA will seek to pre-empt market issues in thin markets through early identification and action, and work to understand the market for each community. This includes how the current market is responding to NDIA prices for support, the number of service providers and the range of available supports.

Service delivery in some rural and remote areas may be single source and interdependent, or dependent on other services' systems. For example, one provider may be delivering health, child support, aged care and disability supports through a single worker or team.

There may be areas where there are insufficient service providers for a market approach to work, or insufficient participants to generate the necessary economies of scale to enable provider sustainability. In these areas, the NDIA will take a considered approach to determine how to intervene, and with what levers, to support market development without negatively impacting on other sectors. Market information will be collated and shared as needed with service providers to support expansion of existing providers and entry of new providers.

Any action taken to grow the market needs to balance the NDIA's goal of ensuring participant choice and control, while building local opportunities and economies.

The NDIA will work to support the implementation of the [NDIS Integrated Market, Sector and Workforce Strategy](#), which includes:

- continually working to assess and support provider readiness and attract new providers;
- understanding and managing supply and demand risks, including addressing the risk of limited or failed markets in rural and remote regions;
- ensuring the NDIA has a range of levers it can use to generate supply;
- working with providers to identify incentives to deliver supports, for example use of remote travel provisions across a number of participants in a similar location;
- setting up processes to grow supply, for example providing demand information to support business decisions and partnering with other organisations; and
- recognising the need for greater innovation in supports delivered by providers to assist participants to achieve their outcomes.

### 3.1.1 Scenario – insufficient demand to encourage providers to provide services in a rural area

Participants: Three participants in a rural town require similar supports from an allied health professional (eg an Occupational Therapist).

Provider: The closest registered provider of these required services is located two hours away.

Issue: That provider won't travel out to the participants as they lose a day intended for other business.

There may be a compromise where the Support Coordinator is able to arrange for the participants to use a local transport option for some services and the provider travels to the participants for the rest.

If the Support Coordinator is aware of other participants in neighbouring areas, and discussions with available providers indicate that those participants will not be able to access services either, then the Support Coordinator would discuss the issues with the NDIA.

The NDIA will work with community partners and, where relevant, Support Coordinators to understand specific participant needs with a view to encouraging a provider to deliver services. Possible options might be:

- providing information to the closest providers for supply-side awareness of participants;
- pooling of resources and arrangements agreed between participants to ensure a provider can provide service to all, generating economies of scale; and/ or
- at the more extreme end, considering some form of commissioning on behalf of participants.

### 3.2 Market issue: Provider exits – planned or unplanned

A provider may make a decision to cease providing NDIS disability supports. In some situations, this will be a planned withdrawal, where a nominated date in the future is set for the provider's exit. In other situations, the provider may give little or no notice of exit. This is normal across all industries, where providers can and will enter and exit a market.

The NDIA will not be aware of every provider's decision to stop providing services. Where the NDIA is made aware, in many cases no action is required. This may occur because other providers are able to absorb additional demand, either with existing additional capacity or with the potential to take on staff from the previous provider.

If the NDIA considers that the market can absorb these participants, the NDIA will facilitate the changeover of providers, working with providers to ensure a smooth transition, while monitoring the situation.

If the market is unable to absorb these participants, the NDIA may:

- work with local providers and participants to support the changeover of providers (such as linking participants to community partners and where necessary support coordinators with an urgent review of participant plans);
- provide advice to the provider that is exiting about their responsibilities under the Terms of Business (a minimum of two weeks' notice is required), an appropriate communications approach and links to community partners;
- signal to other providers in the local area or in adjacent areas the opportunity presenting itself as a result of the exit; and/or

- consider short term commissioning of providers on behalf of participants.

### 3.2.1 Scenario – a provider has advised the NDIA of their intention to exit the disability marketplace

Participants: There are 124 participants currently receiving supports from ABZ Company.

Provider: ABZ Company is a company currently delivering daily supports.

Issue: ABZ Company has advised that they will withdraw daily support services progressively over the next month, with final exit in five weeks' time.

On notification, the NDIA will assess the local market for alternative providers to understand whether other providers can take on the 124 participants.

If there are other providers able to accommodate ABZ Company's clients, then the market is sufficiently developed and the NDIA will talk with the local LAC about alternative providers to ensure participants do not lose supports. The NDIA will work with ABZ Company to assist in fulfilling Terms of Business obligations to participants and facilitate changeover and advice on communications. The NDIA will then monitor the situation, but not intervene further.

If there are not sufficient providers, the NDIA will contact ABZ Company to discuss their timeline for withdrawal of services, to ensure participants are supported through the process and not left without supports. While ABZ Company has provided five weeks' notice, this may not be sufficient to transition all participants and the NDIA may seek to negotiate a longer exit for some participants.

The NDIA will also consider releasing market information to inform providers in neighbouring areas of new opportunities. If the LAC advises the NDIA that they are still unable to source new providers for their participants, the NDIA would consider other market interventions, such as directly contacting providers in adjacent sectors or in neighbouring areas to discuss the new opportunity.

### 3.3 Market issue: A market segment is unable to operate under current market settings

The NDIS reviews its prices annually and commissioned an Independent Pricing Review (IPR) in 2017. The IPR made several recommendations for changes to pricing. These recommendations have been accepted in principle by the NDIA and will be progressively implemented.

The NDIA is aware that some providers are finding it difficult to make the transition from block funding provided by governments to a consumer-focused business model. [Resources are available](#) on the NDIS website to assist providers.

If there is a widespread inability to operate under existing market settings, the NDIA may review and change a market setting (for example a requirement under the Terms of Business for Registered Providers, or a price limit). If some participants are at risk of losing supports, the LACs would talk to providers about options for maintaining supports and timeframes, and would also discuss the issue with the NDIA.

### 3.3.1 Scenario – two providers of respite services in the same area have contacted clients to advise they will no longer provide overnight services and will limit day services.

Participants: There are 86 participants who use respite services provided by two companies, Alpha and Beta.

Providers: Alpha provides day respite services to 46 participants, with 28 participants also using overnight respite services. Beta provides day respite services to 40 participants, with 15 participants also using overnight respite services. Alpha and Beta have occasionally worked together to assist each other with service provision as part of their block funding agreement with the state government.

Issue: The current pricing model under the NDIS does not provide sufficient funds to continue to offer overnight respite services, and some day services will be restricted so that the companies can restructure their service offerings to cover their costs.

The NDIA would review pricing in response to market feedback from providers and participants. The review identifies that pricing of short-term accommodation (or respite) is inadequate. The NDIA would respond by increasing price limits to allow providers to recover the cost of service delivery.

If Alpha and Beta still consider the rates insufficient or are unable to modify their service provision models, the next step for the LACs and potentially Support Coordinators will be to look for other providers in the same area, to see if they are able to take on additional clients. Given the number of participants affected, it is unlikely that one or two providers could step in, and a wider discussion would be needed in the area and neighbouring areas.

Travel for the participants will also need to be considered. For instance, the family may not be able to take the participant to the new provider if that provider is further away, and may require the provider to collect and return the participant. This may require a plan review to increase the travel budget for the participant.

The LAC may need to escalate the issue to the NDIA, to advise that the market intervention is not producing the desired outcome. The NDIA would then undertake further investigation to determine the general results across the respite services sector from the market intervention. If the intervention has not been sufficient to enable the market to meet demand, the NDIA would consider further intervention. That might include a further price review or changing the requirements to include quoting for services.

## 4 Glossary

**Commissioning:** a strategic approach to the identification and funding of services and activities that benefit individuals and communities.

**Contestable marketplace:** where there are no substantial barriers preventing a provider who is not currently providing services in the market from doing so now or in the future.

**Intervention:** NDIA activity in the marketplace that is required to support the market in achieving expected outcomes.

**Full Scheme:** when the NDIS will be available to all eligible residents (Australian Capital Territory – July 2016; New South Wales and South Australia – July 2018; Tasmania, Victoria, Queensland, and the Northern Territory – July 2019; Western Australia – July 2020).

**Price Guide:** the price guide is a summary of NDIS price limits and associated arrangements (price controls). It is designed to assist disability support providers, both current and prospective, to understand the way that price controls for NDIS supports and services work in the NDIS.

**Quality and Safeguards:** Quality is about ensuring people receive good supports and safeguarding is about keeping people safe from harm. Features of quality and safeguarding systems generally include systems for handling complaints, staff screening processes and systems for checking that service providers meet the standards expected of them.

**Reasonable and necessary supports:** the supports that are funded under the NDIS Act. The NDIA publishes operational guidelines to assist decisions on what is to be funded as a reasonable and necessary support.

**Registered provider:** An approved person or provider of supports that has met the NDIS requirements for registration.

**Social capital:** relates to the social norms, networks and trust that facilitate cooperation within or between groups. It can generate benefits to the whole community by reducing transaction costs, promoting co-operative behaviour, diffusing knowledge and innovations, and through enhancements to personal wellbeing and associated spill over

**Terms of Business:** Terms of Business establish protocols and processes that are binding on a Registered Provider of supports in the NDIS. The Terms of Business ensure that providers agree to uphold the objectives of the NDIS and work with participants to achieve individual outcomes.

**Transition:** for the NDIA, this represents the process or period of changing from state-based disability services to the NDIS.

**Workforce:** refers to the people that provide disability support services (both currently in the workforce and potential workforce).