NDIA Provider Application Programming Interfaces

Technology Questionnaire

May 2023

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

ndis

Contents

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.

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 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.

1   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

Applicant Organisation

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

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	

2 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	

3   Application Programming Interfaces

To support your onboarding 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 and provide your test reports to NDIA?

☐ Yes ☐ No

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

4   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. Software Developers, who are the primary applicant, should not fill in this section, but should go to Section 5: Software Developers.

Objectives and Background

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

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

c. Will you be partnering with a Software Developer as part of your NDIA API development? ☐ Yes ☐ No

<blockquote>

i. If Yes, please provide details of Software Developer below:

</blockquote>

Information needed	Response
Organisation Name	
ABN	
Business Street Address	
Organisation Email	
Organisation Phone	

<blockquote>

d. Has the software you will use to interact with the NDIA API's been developed exclusively for your organisations use? ☐ Yes ☐ No ☐ Unsure

e. Do you currently access API's from other Australian Federal Government Agencies? ☐ Yes ☐ No

  i. If Yes, please give names of Federal Agencies:

f. Does your organisation currently use external consultants? ☐ Yes ☐ No

  i. If Yes, please give names of consulting agencies:

</blockquote>

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?
				☐ Yes ☐ No
				☐ Yes ☐ No

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

Additional Questions

g. Do you currently manage NDIS Participant information in your IT systems?
☐ Yes ☐ No

    i.   If Yes, please provide details of how information is gathered and stored:

h. Where will the data received from the NDIA API's be stored?
☐ Australia ☐ Overseas

    ii.   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 and Australian Government Protective Security Policy Framework. A breach of any applicable requirements of may incur penalties and suspension of API access.

Is any of your software or services supported remotely from overseas. If Yes, please advise what is being supported, from which country and what level of access do they have to production data.

i. Will data received by API's be transferred between systems? ☐ Yes ☐ No

    iii.   If Yes, please note the security protocols that will be used (e.g. TLS 1.2 or similar)?

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

k. How will the data received by API's be accessed and by whom?

l. Does your organisation have a key management process to ensure that API authentication credentials are securely managed? ☐ Yes ☐ No

m. Are there any quality certifications for systems or processes, such as iRAP or ISO27001? ☐ Yes ☐ No

    iv.   If Yes, please provide specific details:

5 Software Developers

Software Developers who are the primary applicants for Digital Partnership should complete this section. Registered Providers, who are the primary applicant, should only fill in the questions marked with an * in this section. 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

a. 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

    i. If Yes, we ask that the Registered Provider apply for Digital Partnership through **Section 4**. Do not complete the rest of this section.

    ii. If No, please continue to next question.

b. *Is your software currently used by NDIS Registered Providers? ☐ Yes ☐ No

    i. If Yes, how many Registered Providers currently use your software?

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

c. 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?
		8		

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

Additional Questions

a. Do you currently provide software solutions or services to the NDIS Registered Provider market? ☐ Yes ☐ No

    i. If Yes, please provide a simple explanation of the functional aspects of your solution:

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

c. To what extent does your organisation provide NDIS services? Select **one** category below that is most applicable to you:

    i. Primarily focus on providing solutions for the NDIS Provider Market
       ☐ Yes ☐ No
    ii. One of many markets we serve ☐ Yes ☐ No
    iii. Don't currently provide solutions/looking to provide solutions to the NDIS Provider Market ☐ Yes ☐ No

d. How many organisations does your company provide software or services to?

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

e. *Do you have any employees who work from locations outside Australia?
☐ Yes ☐ No

    i. If Yes, where are they located?

f.   *Do you rely on any third parties to develop or support your solutions or software?
☐ Yes ☐ No

     i.   If Yes, please provide details of their organization and location

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

h.   *Does the software conform to the standards defined through [api.gov.au](api.gov.au)? If not, please advise any variances.

i.   *Please provide information on how your company achieves secure-by-design and secure-by-default principles, use of memory-safe programming languages where possible, and secure programming practices are used as part of application development.

j.   *Please provide the details of how you will maintain the security and integrity of your software.

k.   *Do you have a vulnerability disclosure program for your software?

l.   *Is any of your software or services supported remotely from overseas. If Yes, please advise what is being supported, from which country and what level of access do they have to production data.

m.   *Is any of your software development undertaken from overseas. If Yes, please advise what is being supported, from which country and what level of access do they have to production data.

n.   *Where will the data received from the NDIA API's be stored?
☐ Australia ☐ Overseas

     i.   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](#) and [Australian Government Protective Security Policy Framework](#). A breach of any applicable requirements may incur penalties and suspension of API access.

o. Do you access any Government API service(s) such as those provided by the ATO?
☐ Yes ☐ No

    i. If Yes, please detail which service(s) you access:

p. *Have you been independently certified within the last two years for the following?
    i. iRAP? ☐ Yes ☐ No
    ii. ISO / IEC 27001? ☐ Yes ☐ No
    iii. SOC2? ☐ Yes ☐ No
    iv. Other ☐ Yes ☐ No (please specify)

q. Please outline your security architecture approach for your software and solutions.
    i. Please outline how data in flight and at rest is managed and protected
    ii. 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

API Name	Description
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