The Australian Government is undertaking the Integrated Care and Commissioning (ICC) initiative to respond to community-identified needs and help build a sustainable care and support sector. The initiative brings together commonwealth departments and agencies, investments, and resources across health, aged care, disability, and veterans' care sectors.

The goal of the initiative is to enable communities to identify what better access to care looks like for them and what activities they need to get there. The project is flexible in nature, with activities differing across sites and tailored to local needs in consultation with community stakeholders.

The commonwealth departments and agencies working with the National Disability Insurance Agency on this initiative are the:

- Department of Health, Disability and Ageing (lead agency)
- Department of Veterans' Affairs .

Other supporting organisations include;

- Department of Social Services
- National Indigenous Australians Agency .

Of the up to 10 locations there are 6 trial sites currently active:

- Kimberley (Western Australia)
- Central West Queensland
- South-Eastern New South Wales
- Gippsland (Victoria)
- North-West Tasmania
- Port Augusta/Whyalla (South Australia).

Why is the ICC Initiative important?

Helping everyone get the care they need: Many people in rural and remote areas of Australia don't have the care and support they need. This is especially true for First Nations communities, where it's hard to find care that respects their culture.

Why this matters: The usual ways of helping aren't working well in these areas. We need to work together with the community to find better solutions. This is important to help close the gap and make sure everyone gets the right care they need.

How we achieve this

Local solutions for local problems: We work with local communities to solve their problems by getting everyone involved.

Innovative solutions: We use ideas from different places to try new things that can help everyone. We work with the whole government to make sure these ideas can grow from small to big.

Access to quality care: We help people get good, affordable, and safe care that respects their culture and needs.

NDIA’s role in the ICC project

Helping improve care for everyone: The NDIA is part of the Integrated Care and Commissioning (ICC) initiative and aims to make access to care easier for everyone. This initiative is a team effort across government to make sure people get good, safe care that respects their culture.

Working together: By teaming up with other commonwealth departments and agencies the NDIA is working to build capacity, better support participants, provide choice and control, and integrate care solutions across different care streams. This teamwork helps build trust in care providers and supports their growth.

Better outcomes: All these efforts aim to give better care to participants and make sure the NDIS works well. By working together, the government is helping people with disabilities live ordinary lives while creating a fairer and more efficient support system for everyone.

How to get involved

Each of the pilot locations is unique, presenting varying challenges and differing opportunities. Consequently, engagement at the local level for each site varies.

We are empowering local voices through community events, gathering data, and collaborating with providers and participants to co-design solutions. By using these local voices, we aim to identify ways to build capacity, better support participants, provide choice and control, and integrate care solutions across different care streams.

This collaborative approach ensures that the initiative benefits from diverse perspectives and meets the specific needs of each community.

Please check our latest events page for all upcoming sessions and events.

Want to know more?

Visit the Department of Health, Disability and Ageing’s webpage for further information.

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