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NDIS roles and responsibilities

The NDIS is Australia's way of providing support to people with disability and supporters.

It allows eligible Australians with disability to choose providers from which to purchase the supports that enable them to pursue their goals.

The NDIA recognises the importance of a diverse, sustainable and well-developed NDIS market, which promotes innovation, quality, continuous improvement and best practice to enable people with disability to exercise choice and control in obtaining disability supports.

NDIS Market Roles and Responsibilities outlines the vision for Australians with disability to be able to access support from innovative providers and skilled workers.

This will support people with disability to pursue their goals around independence, community involvement, education, employment, and health and wellbeing.

For the NDIS market to be successful, Disability Reform Ministers, Department of Health, Disability and Ageing, the NDIA, the NDIS Quality and Safeguards Commission, state and territory governments need to work together to deliver our shared vision.

Market approach

In December 2019, the former Disability Reform Council agreed to use more flexible approaches to address NDIS market gaps. In October 2022, the now Disability Reform Ministerial Council reaffirmed this commitment.

The flexible approach recognises that a one-size-fits-all approach to NDIS access and service delivery in thin markets is not suitable to address market gaps faced by First Nations and culturally diverse communities in regional and remote Australia and across particular support types.

The NDIA Corporate Plan 2023-2027 confirms the NDIA's commitment to support participants to be more independent and engage socially and economically, while delivering a financially sustainable NDIS that builds genuinely connected and engaged communities and stakeholders.

The NDIA works with a variety of market stakeholders to build a stable and sustainable NDIS marketplace that facilitates development of innovative supports. This is to ensure participants have access to quality supports and services regardless of where they live and what their needs are.

The NDIA has trialled a range of approaches and continues to implement market coordination activities to address market gaps across Australia. Ways in which the NDIA help participants to get services they need include:

- improving plan implementation
- improving information signals
- market facilitation
- coordinated funding proposals
- direct commissioning.

Market facilitation

Market facilitation involves specific actions to improve connections between providers and participants, such as focused engagement and sharing targeted information with the market.

Coordinated Funding Proposals

A Coordinated Funding Proposal (CFP) is a process used to help a group of participants combine their funding to buy supports from NDIS providers. CFP's can be run by participant/community groups without the assistance of the NDIA.

CFPs can help:

- NDIS participants to combine their funding to increase their buying power
- attract providers to communities where there are no available NDIS supports
- support participants who have difficulty finding services
- organise activities for a group of participants.

Find out more about Coordinated Funding Proposals.

Direct commissioning

Direct commissioning is a way for the NDIA to arrange for services to be available for participants.

- Direct commissioning is used where other levers are not sufficient to achieve sustainable improvements in markets.
- Direct commissioning involves a formal contract between the NDIA and a provider or panel of providers, for longer term service delivery to a group of participants.
- This lever requires the NDIA to specify, procure and manage the service arrangements with providers over the life of the contract.

Market monitoring

The NDIA monitors the market by analysing available data and talking with stakeholders to better understand the issues, where they are, their likely causes and their impact on participants. The NDIA then uses this information to decide which market levers to use and where to target market coordination efforts. The NDIA continues to refine and improve upon its approach to monitoring the NDIS marketplace as our knowledge and evidence base grows.

Quarterly reports and Data and Insights

The quarterly reports provide information and data about participants and the funding or provision of supports by the NDIA in each area.

Data and insights provides public data releases to ensure participants and their families and carers, researchers, advocates, policy makers and the general public can find out about Scheme operations.

Historic market monitoring

The NDIA previously produced market dashboard reports which compared a number of market indicators including plan utilisation, market concentration, participants per provider and provider growth and shrinkage across geographical regions and participant characteristics. The historic reports are located on the Market monitoring webpage and were produced to assist stakeholders to understand market trends.

Market projects

Current project locations

Market coordination activities are being carried out in the following locations:

Locations marked with ** are areas agreed by Disability Ministers.

New South Wales

- **South-Eastern NSW.

South Australia

- ** Anangu Pitjantjatjara Yankunytjatjara (APY) Lands - Core Supports – assistance with social, economic and community participation and support coordination /Capacity Building – improved daily living.

Victoria

- **Gippsland.

Northern Territory

- Darwin – all supports.

Queensland

- Cairns – all supports
- **Central West – all supports.

Western Australia

- **Kimberley

Completed

Market coordination activities have been completed in the following locations:

Australian Capital Territory (ACT)

- **ACT - Behaviour Supports - Capacity Building - improved relationships - positive behaviour supports.

New South Wales

- Walgett – all supports
- Bland and Junee - Capacity Building - improved daily living – assistance with household tasks and domestic assistance / Core Supports - assistance with daily life.
- Central Darling - Capacity Building - improved daily living – all supports
- Bourke and Brewarrina – all supports
- **Wentworth – all supports

South Australia

- Wakefield – assistance with daily life.
- Berri Barmera - social community and civic participation.

Tasmania

- Derwent Valley – Core Supports – assistance with daily life

- King Island – Core Supports – assistance with daily life
- Circular Head – Core Supports - assistance with social, economic and community participation – daily life
- **Waratah-Wynyard - Capacity Building – improved daily living - occupational therapy and speech pathology.

Victoria

- Latrobe and Ararat – specialist positive behaviour
- Bass Coast, Baw Baw, East Gippsland, South Gippsland and Wellington – Capacity Building – improved relationships – positive behaviour supports
- Golden Plains – Core Supports – assistance with daily life.
- Hindmarsh - assistance with social, economic and community participation

Queensland

- Cloncurry – all supports
- Doomadgee – all supports
- Woorabinda – all supports
- Aurukun – all supports
- Carpentaria – all supports
- Goondiwindi - Core Supports – assistance with daily life
- Mornington - Capacity Building - improved daily living – functional capacity assessments
- **Palm Island - improved daily living - psychosocial supports

- Torres Strait Island and Northern Peninsula Area - Capacity Building – improved daily living – functional capacity assessments and all supports.

Northern Territory

- Alice Springs – all supports
- MacDonnell – all supports
- Katherine – assistive technology and home modifications
- **Barkly and Central Desert - all supports / Capacity Building - assistance with social, economic and community participation
- Capacity Building - Early Childhood Early Intervention – OT and Speech Pathology
- East Arnhem - Capacity Building - improved daily living – therapy services
- Katherine - Capacity Building - improved relationships – behavioural assessments, improved daily living – therapy and ongoing supports, and support coordination
- Ngukurr - improved daily living – OT functional assessments and ongoing supports
- Tiwi Islands - Capacity Building - improved daily living – speech therapy and ongoing supports
- West Arnhem - Capacity Building - improved daily living – speech therapy and ongoing supports
- West Daly - increased social and community and civic participation.

Western Australia

- Broome – improved daily living – orthotics and prosthetics
- **Wyndham-East Kimberley and Halls Creek - Capacity Building - improved daily living.
- Kimberley – behaviour supports

NDIS Market Enablement Framework October 2018

Market enablement - role of NDIA as market steward

The Market Enablement Framework discusses how the NDIA will fulfil its role as a market steward as the disability services market undergoes reform.

The framework details the processes and procedures the NDIA uses to assess market issues and ensure a vibrant and functioning disability services market.

- Market Enablement Framework (PDF 908KB)
- Market Enablement Framework (DOCX 375KB)

NDIS Market Approach November 2016

The purpose of this document is to set out the role of the NDIA as a market steward in the new disability marketplace during the three year transition phase to full Scheme in 2019-2020.

- Market Approach (PDF 2.5KB)
- Market Approach (DOCX 1MB

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