

On this page:

[NDIS roles and responsibilities](#)

[Market approach](#)

[Market monitoring](#)

[Quarterly reports and dashboards](#)

[Market intervention projects](#)

NDIS roles and responsibilities

The NDIS is Australia's way of providing support to people with disability, their families and carers.

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 and effectiveness to enable people with disability to exercise their right to 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 Social Services, the NDIA, the NDIS Quality and Safeguards Commission, states and territories need to work together to deliver our shared vision.

Market approach

In December 2019, the Disability Reform Council, now the [Disability Reform Ministers' Meeting](#), agreed to use a more flexible approach to address NDIS market gaps.

The flexible approach recognises that a one-size-fits-all approach to delivering the NDIS is not suitable to address market gaps faced by certain geographic locations, particular cohorts or disability support types.

The [NDIA Corporate Plan 2022-2026](#) reaffirmed the NDIA's commitment to working with communities in remote and very remote areas, and other areas lacking services, to address market gaps.

The NDIA works with a variety of market stakeholders to ensure participants have access to quality supports regardless of where they live and what their needs are.

To ensure participants can access the supports they need, the NDIA is trialling a range of approaches to address different market gaps across Australia.

The NDIA looks at ways to help participants get the services they need through:

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

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

A Coordinated Funding Proposal (CFP) is a process used to help a group of participants combine their funding to buy supports from NDIS providers. Some people like to call a Coordinated Funding Proposal a CFP.

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

- It 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

[Market monitoring and reports](#) compare a number of market indicators across geographical regions and participant characteristics. Reports are produced regularly to assist stakeholders to understand market trends.

Market indicators include:

- plan utilisation
- market concentration
- participants per provider
- provider growth and shrinkage.

The [NDIS Market Report](#) provides insight into potential hot spots where investment might be required to better support participants. This report also shows where the NDIA is intervening in market hot spots to support participants to receive services.

Quarterly reports and dashboards

The [quarterly reports and dashboards](#) provide information and data about participants and the funding or provision of supports by the NDIA in each area.

Market intervention projects

Providers wanting to provide supports to participants in current trial and market intervention areas can email market.intervention@ndis.gov.au for further information on current and future market interventions.

Current project locations

Market intervention projects are being carried out in the following locations:

Locations marked with ** are market intervention trials agreed by Disability Ministers.

New South Wales

- Bourke and Brewarrina – all supports

- Central Darling - Capacity Building - improved daily living – all supports
- **Wentworth – all supports
- **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.
- Berri Barmera - social community and civic participation.

Victoria

- Hindmarsh - assistance with social, economic and community participation
- **Gippsland.

Northern Territory

- Darwin – all supports.

Queensland

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

Western Australia

- Kimberley – behaviour supports
- **Kimberley.

Completed

Market interventions in the following locations have been completed:

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.

South Australia

- Wakefield – assistance with daily life.

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.

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.

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 \(DOCX 1MB\)](#)

This page current as of
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