Assistive Technology Continence Provider List - Expression of Interest

Service Requirements

ndis.gov.au

Contents

1 Overview

1.1 Purpose

1.1.1 This statement of Service Requirements is to communicate the National Disability Insurance Scheme Launch Transition Agency's (**NDIA**) requirements and standards to which the Service is to be delivered when supplying continence products under the Terms of Deed.

1.1.2 Respondents must demonstrate that they meet these requirements in order to be considered for inclusion on a published list on the NDIS website.

1.2 Objective

1.2.1 The Continence Provider List is an NDIA initiative to assist participants within the NDIS needing continence products, to be able to access:

(a) transparent pricing and product information to support informed choice,

(b) pricing discounts, reflective of the combined spending of NDIS participants,

(c) a wider range of products and service offerings,

(d) improved customer service end to end,

(e) access to clinical support/advice around products (assessment is not included), and

(f) affordable and timely supply to their chosen address, including those in rural and remote geographical locations.

1.3 Continence Supports - Consumables

1.3.1 The NDIS will include funding within a participant's NDIS plan for continence consumable supports, for example, catheters, bags, pads, nappies, pull ups, bottles and straps if:

(a) they are considered reasonable and necessary, and

(b) directly result from the participant's functional impairment, and

(c) are required as a regular part of the participant's daily life, and

(d) are required for use outside a healthcare setting.

2 Eligibility Criteria

2.1 Provider Registration

2.1.1 Responses to this EOI will only be considered from respondents registered with the NDIS Quality and Safeguards Commission for registration group "Assistive Products for Personal Care and Safety".

2.1.2 The Listed Provider must maintain their registration for their continued inclusion in the list.

2.2 Accessible online systems

2.2.1 The respondent's online systems must be in a format that is at least compliant with the Web Content Accessibility Guidelines 2.0 (WCAG) level AA (see the Australian Government's standard for web accessibility) and preferably WCAG 2.1 level AA.

2.2.2 For printed material, in a format that meets the standards described on the Australian Human Rights Commission's website, Access for all: Improving accessibility for consumers with disability

2.2.3 Evidence of this compliance must be provided as part of this response.

3 Minimum Requirements

3.1 Product Offer

3.1.1 The respondent must detail the continence products they will offer to NDIS participants.

3.1.2 The offer must include products in at least one of the following urinary continence categories:

(a) Absorbent pads, mats and liners (disposable and/or washable)

(b) Urinary catheters and related products for insertion, urinary care and urine collection'

(c) Urinary continence management/monitoring.

3.2 Transparent Pricing

3.2.1 The Respondent must provide their best and final pricing for all products offered at section 3.1. The period for which the pricing will be fixed should be indicated, and the proposed interval for provider initiated price review (and potential change) must be noted.

3.2.2 The Respondent must set out clearly:

(a) the standard discount that will apply for NDIS participants through inclusion in the Continence Provider List

(b) their price to the NDIS participant for products (where provided) in each of the categories set out in Schedule 1 (inclusive of any packaging/administrative cost, but excluding freight/delivery cost).

(c) delivery fees/charges (inclusive of freight, fees etc.), and associated delivery timeframes.

3.2.3 The pricing set out in 3.2.2 (a) and (b) will be presumed to be available to all NDIS participants in Australia (within the coverage outlined in 3.3) unless geographic variations are clearly explained.

3.2.4 Any additional discount options available to the NDIS participant through quantity/value purchase, standing order, or other option should be clearly presented.

3.2.5 Payment terms should be clearly described, and be inclusive of the different methods that NDIS participants may manage their NDIS funding (i.e. Agency, Plan and Self-managed).

3.3 Geographical Coverage

3.3.1 The Respondent must detail the geographical locations, broken down by state, territory and external territory, that they will service under the Deed. Where a respondent does not propose to service the complete state or territory they must provide a breakdown (or exclusions) via local government area – or remote locations.

3.4 Customer Interaction with NDIS participants

3.4.1 The respondent must describe how their offer, comprising responses to sections 3.1, 3.2, and 3.3, will be made available to NDIS participants, including but not limited to: online catalogues, online ordering, call centre, direct marketing/mail out.

3.4.2 If access under 3.4.1 requires some form of evidence of the participant's NDIS eligibility, the respondent shall indicate how NDIS participants would be assisted to provide that evidence (including for participants with limited access to online systems)

3.4.3 The NDIA is seeking responses that simplify ordering of continence products using the smallest number of touchpoints and interactions.

3.4.4 The Respondent must detail their:

(a) approach to accessibility for participants seeking to engage with the Respondent,

(b) methods for participants to engage with the Respondent (e.g. email, online, chat, telephone, mail etc.), including out of business hours assistance (if provided),

(c) customer service standards, and how the organisation will publically report their standards,

(d) systems/arrangements to support participant "track and trace" from finalising an order through to delivery, and

(e) other service offers available for NDIS participants.

3.5 Reporting and data

3.5.1 The respondent must indicate how it will provide, electronically to the NDIA, details of supply to NDIS participants while listed on the NDIA Continence Provider List including the details at 3.5.3.

3.5.2 Please provide an example of the how you will report to the Agency

3.5.3 Respondents will be required to provide quarterly reports, and may be required to respond to ad-hoc requests from the NDIA on the following criteria:

(a) date(s) of supply

(b) delivery postcode

(c) supports supplied (provider to indicate the level of detail that would be included)

(d) cost (itemised to the level of c. and with handling and delivery fees itemised separately)

3.5.4 The respondent must identify metrics and KPIs that it can report to the NDIA to demonstrate:

(a) performance against minimum requirements,

(b) benefits to NDIS participants/ NDIS of supply under this deed, and

(c) its continuous improvement of service to NDIS customers.

4 Addition Services available

4.1 Sample Products

4.1.1 The Respondent should detail their policy for providing sample and/or trial products to NDIS participants.

4.1.2 The Respondent should describe how they will advise NDIS participants of the introduction or availability of new products to their service offering as per section 3.1-3.3.

4.2 Other consumable products of relevance for NDIS participants

4.2.1 The Respondent may list other consumable products of relevance to NDIS participants that they have licences (including appropriate NDIS Commission registration) and capability to supply such as:

(a) wound care products (for disability related health support), and

(b) enteral nutrition products (for disability related health support).

4.3 Participant Product Selection or Technical Support

4.3.1 The Respondent should describe how they will provide NDIS participants with:

(a) access to clinically informed product support and/or technical product advice, and

(b) referral where appropriate, to continence assessment services or other specialist for clinical assessment or treatment.

4.4 Improving Outcomes for NDIS Participants

4.4.1 The respondent should describe any current or planned business practices that will improve outcomes for NDIS participants (including to the advisors that assist NDIS participants).

4.5 Social Inclusion

(a) The respondent should describe how their proposal provides opportunities for employment for people with a disability, and

(b) how their proposal creates business opportunities for Indigenous enterprises[1]

5 Schedule 1

5.1 Continence Product Categories

5.1.1 Disposable Pads

(a) Liners, Guards and Shields

(b) Booster Pads

(c) Belted All-In-One Pads/Undergarments

(d) Pad and Pants System/2 Piece system

(e) All-In-One (Nappy Style)

(f) Pull Up Pads (Protective Undergarments)

(g) Stretch Pants

5.1.2 Reusable/Washable Pads and Pants

(a) Washable pants – female/male/unisex

(b) Washable pads

(c) Washable booster pads

(d) Absorbent Sleepwear

(e) Continence Swimwear

[1] "Indigenous Enterprise" means an organisation that is 50 per cent or more Indigenous owned that is operating a business.

5.1.3 Condom Drainage/Sheaths (with associated drainage bags, catheter accessories and skin care)

5.1.4 Bed and Chair Protection

(a) Waterproof Bedding e.g. Draw Sheets, Mattress Protectors, Pillow Protectors, Quilt/Doona Protectors, Bed Sheets, Sleeping Bag Liners, Waterproof/Water Resistant Quilts/Doonas etc.

(b) Washable Bed Pads

(c) Disposable Bed Pads

(d) Washable Chair Pads

(e) Washable Floor Mats

5.1.5 Catheter

(a) Indwelling and Suprapubic Catheters

(b) Intermittent Catheters – pre-lubricated and unlubricated

(c) Drainage bags – leg and night bags

(d) Catheter Valves

(e) Catheter Accessories – e.g. Stabilisation Devices/Straps, Holders, Lubricants, Bladder Solutions/Installations, Intermittent Catheterisation Aids etc.

5.1.6 Bowel Care

(a) Anal Plugs

(b) AT for Bowel Irrigation

(c) Other, non-pharmaceutical bowel management supports

5.1.7 Skin Care

(a) Barrier Creams

(b) Cleansing Foams

(c) Wipes

5.1.8 Other

(a) Waterproof Carry Bags and/or Disposal Bags

(b) Non-restrictive Undergarments/Onesies - to assist with keeping continence products in place

(c) Clothing Protectors

(d) Enuresis Alarms

(e) Apps and Timers (e.g. to support reminders for continence management)

(f) TENS machines and electrodes for pain and for TTNS (Trans Tibial Nerve Stimulation)

(g) Biofeedback devices and sensors used for continence management

(h) Personal Protective Equipment – gloves, aprons, hand sanitizer