The NDIS is for eligible people with disability across Australia, no matter where they live.

The Remote Service Delivery (RSD) framework guides how we deliver the NDIS in remote communities.

It supports access to the NDIS in areas where there are no NDIS partners.

The RSD framework fits with our commitment to equity, inclusion and national initiatives, such as

- Closing the Gap
- the NDIS Review
- Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability .

How we deliver services in remote communities

We deliver services in remote areas in different ways to meet local needs. This includes:

- local service teams based in specific regions who support communities over time regular visits to communities to provide face-to-face support
- support across the NDIS journey, including access, planning, ongoing help and coordination with other services
- remote community connectors who are local people who help with access to the NDIS and connect people with the right contacts
- local community connectors who help with service delivery and linking our teams with local communities and services.

How we work

Our approach was made for remote communities. We:

- work with communities and individual participants
- use culturally safe and trauma-informed ways of working
- follow local guidelines and respect community knowledge
- build strong, ongoing relationships
- help people make informed decisions about their supports.

Supporting services in remote areas

Disability services can be limited in some remote communities. We support service delivery in these areas by:

- working with providers to improve access to supports
- supporting local workforce and community
- planning services across nearby communities
- exploring different ways of working.

This is a flexible, place-based approach where governments and communities work together to help address service gaps and deliver more culturally appropriate supports in remote communities.

Improving over time

The RSD framework is designed to change over time. We:

- track access to the NDIS and related services
- make changes to improve how services are delivered in each location.

Our commitment

The RSD framework supports fair access to the NDIS in remote Australia.

It’s part of our commitment to respectful, inclusive and community-led service delivery.

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