23 December 2019

The NDIA is facilitating the development of a Digital Market Service (DMS), or online marketplace, and welcomes feedback on a Preliminary Discussion Paper.

The DMS is expected to better serve the day-to-day needs of those interacting under the Scheme through a new range of innovative digital services beyond the existing online portal.

It is also expected to better enable participants to exercise choice and control by obtaining provider information they are interested in—including types of services and products on offer, and any associated costs.

There are a broad range of individuals and organisations interacting with the NDIS on a daily basis now and in the future, who are well placed to inform this work.

This includes participants, families and carers, providers, plan managers and support coordinators, systems aggregators and commercial parties involved in software development, as well as peak bodies, sector representatives and community organisations.

The NDIA is inviting all interested parties to provide their feedback, ideas and direction for consideration in the development of a DMS, including key issues that a digital platform might address.

Read more about the Preliminary Discussion Paper including how to provide feedback. Submissions close 11.59pm AEDT Sunday 12 January 2020.

The consultation process will occur in two rounds. Feedback from this round will be used to refine a further discussion paper, due for release late January 2020.

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