16 July 2021

To help participants more easily access trusted information, the NDIA is planning to publish a list of continence providers who meet specific service requirements on the NDIS website.

It can be challenging for participants and their families to talk about and find credible information about continence products and providers.

From our research and consultation with participants, their families and carers, we know that many experience:

- challenges finding useful information and advice about continence products
- awkward conversations due to the sensitive nature of continence requirements.

We are inviting registered providers of continence supports to submit an expression of interest (EOI) for inclusion on the list. The list will help participants to:

- find better information
- select the right provider for their needs
- access transparent pricing and product information
- make an informed choice
- get better value from their plan budget.

An evaluation panel, which will include a participant representative, will review submissions and select the providers to be included on the list.

The panel will rank providers based on their range of products, geographic coverage, delivered price and customer responsiveness.

We aim to publish the top providers based on these criteria in September 2021

Participants do not have to use the providers on the list; they can continue to use their current provider or switch to another provider of their choice.

The published list is a new resource to help participants find and compare trusted information and services for continence products in one place.

The EOI closes AEST 5 pm Tuesday 17 August 2021.

For more information on the service requirements and evaluation, or to submit an expression of interest, visit the Continence provider list – expression of interest page .

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