10 August 2021

To ensure participants can access the supports they need, the NDIA monitors the market and trials a range of intervention approaches to address market gaps across Australia.

‘Market gaps’ exist where there is a gap between participant need and availability of services. Many factors contribute to market gaps such as location, availability and qualification of providers and lack of participant choice.

Some of the ways we help participants get the services they need include:

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

Learn more about market approaches on the Market monitoring and intervention page.

The NDIA conducts targeted outreach and engagement with providers in areas with known market gaps. There are a number of trials currently underway across Australia.

The NDIA is working with the Department of Social Services, the NDIS Quality and Safeguards Commission and the ACT Government to trial a direct commissioning approach in the ACT.

Following a competitive Request for Quote process, we engaged 3 providers - Care Squared, Lifestyle Solutions and The Disability Trust - to deliver specialist positive behaviour supports. Approximately 30 participants will receive behaviour support under this project.

We are also working with the Tasmanian Government on a similar direct commissioning approach in the Waratah-Wynyard local government area. We have directly engaged National 360, Aspect and North West Therapy Services to deliver occupational therapy and speech pathology supports to participants who have previously found it difficult to access these supports.

These projects will assess the effectiveness of direct commissioning. We expect the trial projects to directly improve participant access to certain supports funded in their plans.

For further information on current and future market interventions visit the Market monitoring and intervention page.

Related articles

Information for parents on the Early Childhood Early Intervention Approach

Date
30 October 2019

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