14 October 2021

The NDIA is calling on service organisations and the broader sector to provide feedback on the partners in the community (PITC) program, to help improve service delivery to NDIS participants.

The PITC program supports the implementation of the NDIS at a local community level, through suitably experienced and qualified organisations.

The NDIA is now planning, and considering options for, the future delivery of partner services and is seeking feedback on key topics, including specialisation of services and the PITC funding model.

NDIA CEO Martin Hoffman said the agency had released a Market Engagement Paper, providing an overview of the future partner program. Feedback was being collected through a survey and virtual discussions.

“We’re now seeking feedback from organisations who are already partners, the broader sector, and those who may be interested in partnering with the NDIA,” Mr Hoffman said.

“The information paper provides an overview of proposed improvements to the PITC program, in line with a number of recommendations from the Tune Review, Independent Advisory Council papers and including sector, community, and participant feedback - providing Partners with greater capacity to connect people to their communities.

“Organisations can take part in a survey and an online discussion session, to provide their thoughts on the proposed improvements,” Mr Hoffman said.

“We intend to use this feedback to shape the PITC Program into the future.”

Acknowledging there are a range of challenges that come with providing services to some of the country’s most geographically isolated areas, the NDIA is interested in understanding options that could be used to help expand service delivery into remote communities.

This will further complement the NDIA’s Aboriginal and Torres Strait Islander Engagement Strategy, rural and remote Community Connectors program and the Government’s NDIS Ready project - all aimed at assisting NDIS participants in rural and remote communities.

Mr Hoffman reaffirmed the agency’s commitment to ensuring all Australians have the support they need to access the NDIS and to connect with their communities and other mainstream services, regardless of where they live.

“The NDIA would like to hear from organisations about their interest and capacity to deliver PITC services in some remote areas,” Mr Hoffman said.

Feedback received from the market will be summarised and shared on the NDIS website after the completion of market engagement activities, and will be used to inform the future PITC program, ahead of a proposed sourcing activity early next year.

Mr Hoffman said the engagement activities would not impact on current services and participants could continue to connect with their partner delivering Local Area Coordination or Early Childhood services.

Organisations and those in the sector interested in the future delivery of PITC services can review the information paper and complete a survey, to share their feedback, or register to attend an online discussion.

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