16 November 2021

The NDIA has issued a Request for Tender (RFT) for a Claims at Point of Support (POS) system which will lead to improvements in the way participants make claims, and how providers get paid.

We know the process for claiming services can be challenging, lengthy and complex. The new POS system will make that process easier.

The system will be used by NDIS participants and their providers of supports.

We are working to improve how participants and providers can:

- Lodge claims faster
- Receive payments more quickly
- Reduce administration (from manual processing).

All existing claiming options will still be available to participants and providers. The new system will offer a faster and simpler way to make claims.

A POS system will let participants lodge claims at the time they receive their supports. It is intended that participants are able to submit claims which are approved in near real time at the conclusion of their support.

Making claims this way will mean self-managing participants no longer have to pay for NDIS services up front and request reimbursements, and providers will be paid more quickly.

To make sure we find the best solution, and in line with the Commonwealth Procurement Rules, we have issued a RFT via AusTender .

The RFT will allow us to select an appropriate partner to develop the POS system. We are looking for a partner who can work with participants, providers and the broader disability sector to design and deliver a system that is secure, simple to use and have world-leading accessibility.

The NDIA will engage with participants and providers to provide input into the design, and keep them informed as work continues towards finalising the POS.

All responses to the RFT process must be sent via the AusTender website .

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