



NATIONAL DISABILITY INSURANCE
SCHEME SECTOR DEVELOPMENT FUND

PROGRAM GUIDELINES
NOVEMBER 2014

Table of Contents

1. PROGRAM OVERVIEW	3
NATIONAL DISABILITY INSURANCE SCHEME	3
1.1 BACKGROUND	3
1.2 NDIS VISION	3
1.3 NDIS MISSION	3
1.4 NDIS GOALS	3
2. SECTOR DEVELOPMENT FUND	5
2.1 OBJECTIVE.....	5
2.2 OUTCOMES.....	5
2.3 PLANNING FOR FUTURE ACTIVITIES.....	6
2.4 APPLICANT ELIGIBILITY	6
2.5 FUNDING FOR THE ACTIVITY	7
2.6 ELIGIBLE SECTOR DEVELOPMENT FUND ACTIVITIES	7
2.7 ACTIVITY PERFORMANCE AND REPORTING.....	7
2.8 FINANCIAL REPORTING	8
2.9 NATIONAL DISABILITY INSURANCE AGENCY RESPONSIBILITIES AND ACCOUNTABILITIES UNDER THE ACTIVITY	8
2.10 GRANT RECIPIENT RESPONSIBILITIES AND ACCOUNTABILITIES UNDER THE ACTIVITY	8
3. APPLICATION PROCESS	9
OVERVIEW OF THE APPLICATION PROCESS.....	9
3.1 TYPE OF SELECTION PROCESS	9
3.2 SELECTION CRITERIA.....	9
3.3 HOW TO SUBMIT AN APPLICATION	10
3.4 APPLICANT’S RESPONSIBILITIES	10
3.5 WHAT NEEDS TO BE INCLUDED?	11
3.6 WHAT SHOULD NOT BE INCLUDED?	11
3.7 WHAT HAPPENS IF YOU PROVIDE MORE THAN THE SPECIFIED NUMBER OF WORDS?.....	11
3.8 CLOSING DATE AND TIME	11
3.9 LATE APPLICATIONS	11
3.10 QUESTIONS AND ANSWERS DURING THE APPLICATION PERIOD	11
3.11 QUESTIONS AFTER THE APPLICATION PERIOD	11
3.12 APPLICATION ACKNOWLEDGEMENT	12
3.13 CONFLICTS OF INTEREST	12
4. ASSESSMENT PROCESS.....	13
4.1 STAGES IN THE ASSESSMENT PROCESS	13
4.2 PROCESS FOR ADVISING OUTCOMES	15
4.3 OPPORTUNITY FOR FEEDBACK	15
4.4 TERMS AND CONDITIONS APPLYING TO APPLICATIONS	15
5. FINANCIAL ARRANGEMENTS.....	17
6. OTHER INFORMATION	18
6.1 COMPLAINTS	18
6.2 CONTACT INFORMATION	18
6.3 GENERAL NDIA CONTACT INFORMATION	18
6.4 ADDITIONAL CONTACT INFORMATION	19

1. PROGRAM OVERVIEW

NATIONAL DISABILITY INSURANCE SCHEME

1.1 BACKGROUND

The National Disability Insurance Agency (NDIA) is an independent statutory agency whose role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

The NDIS will mean peace of mind for every Australian, for anyone who has, or might acquire, a disability.

The Commonwealth and all state and territory governments have agreed that the NDIS:

- will take an insurance approach that shares the costs of disability services and supports across the community;
- will fund reasonable and necessary services and supports directly related to an eligible person's individual ongoing disability support needs; and
- will enable people with disability to exercise more choice and control in their lives, through a person-centred, self-directed approach, with individualised funding.

Our priority is to ensure people with disability continue to get the support they need. The changes that are required to existing disability support systems are significant. Arrangements are being made to ensure the scheme can be introduced gradually, ensuring a smooth transition for people with disability and support providers.

The Agency is working closely with local people, including state, territory and local governments, representative organisations, service providers, participating communities and people with disability, their families and carers to make sure the transition to the new arrangements is smooth and responsive to local needs and experience.

On 1 July 2013, the first stage of the Scheme rolled out in South Australia, Tasmania, the Barwon area of Victoria and Hunter area in New South Wales. The NDIS commenced across the ACT, the Barkly region of Northern Territory and in the Perth Hills area of Western Australia on 1 July 2014. Roll-out of the full scheme in NSW, Victoria, Queensland, South Australia, Tasmania, the ACT and the Northern Territory will commence progressively from July 2016.

1.2 NDIS VISION

Optimising social and economic independence and full participation for people with disability

1.3 NDIS MISSION

Building and managing a world-leading National Disability Insurance Scheme for all Australians

1.4 NDIS GOALS

- People with disability are in control and have choices, based on the UN Convention on the Rights of Persons with Disabilities

- The National Disability Insurance Scheme is financially sustainable and is governed using insurance principles
- The community has ownership, confidence and pride in the National Disability Insurance Scheme and the National Disability Insurance Agency

2. SECTOR DEVELOPMENT FUND

2.1 OBJECTIVE

The Sector Development Fund (SDF) has been established to assist the disability sector, including people with disability, their families and service providers, to transition to the new arrangements for disability supports under the National Disability Insurance Scheme (NDIS).

The NDIA has established a strategy for the fund. The SDF strategy recognises that in order to develop an efficient, responsive and innovative market that meets the diverse needs of people with disability and their families, both supply and demand issues will have to be addressed. Outcomes have therefore been designed to address both.

2.2 OUTCOMES

Projects funded by the Sector Development Fund will contribute to one or more of the following outcomes:

- 1. Increase the capacity of people with disability and their families to exercise choice and control both in engaging with the NDIS and in purchasing supports in an open market in order to realise their aspirations.**
- 2. Develop a market capable of providing the necessary supports required for full scheme.**
- 3. Increase the disability services workforce to meet the needs to people with disability. By beginning of full scheme, a larger workforce should be developing which is stronger, more diverse and better equipped to deliver high quality responsive support reflecting the choices of people with disability.**
- 4. Increase the capacity of the sector and the NDIA to meet the needs of people with disability both through improved access to data and research and through establishing sound practice in continuous improvement that reflects insurance principles.**

A total of \$149 million has been set aside for sector development over five years from 2013-14 to 2016-17.

Applications to the Sector Development Fund will be considered against the four outcomes of the Sector Development Fund as well as the following principles:

- The need to avoid duplication with projects already commenced or completed.
- The need for early investment to ensure sector readiness for full scheme introduction.
- The need for evidence.

- The need for continuous learning.
- The need for effective and efficient partnerships.
- The need to consider solutions which do not distort markets.
- The need to recognise the role of well informed and engaged consumers in contributing to an effective market and the need for low transaction costs associated with consumers moving from one service provider to another.
- The need for co-design, where appropriate.

2.3 PLANNING FOR FUTURE ACTIVITIES

The Agency has developed a range of mechanisms to capture feedback about the NDIS. The Agency is provided with insights into areas of participant and service provider need via established partnerships and ongoing dialogue with NDIS trial site managers, disability, carer and service provider representatives, state and territory governments and allied health professionals. These insights, together with the learnings obtained from particular areas of NIDA work will be used to inform, focus and prioritise the use of future Sector Development funds.

The areas of work being undertaken by the NDIA expected to inform future SDF planning include:

- the development of a Market Capability Strategy
- the development of a National Workforce Strategy
- the development of a National Quality and Safeguards Framework
- the evaluation and review of previously funded SDF activities
- the evaluation and review of state and territory SDF activities

Applications for the SDF will be advertised on the NDIS website.

2.4 APPLICANT ELIGIBILITY

The Sector Development Fund is a Grants program administered under the Public Governance, Performance and Accountability Act 2013. Funds distributed through the Sector Development Fund will be subject to a Grant Agreement.

The Agency will only enter into Grant Agreements with:

- a) Incorporated Associations (incorporated under State/Territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc' in their legal name)
- b) Incorporated Cooperatives (also incorporated under State/Territory legislation, commonly have 'Cooperative' in their legal name)
- c) Companies (incorporated under the Corporations Act 2001– these may be not-for-profit or for-profit proprietary companies [limited by shares or guarantee] or public companies)
- d) Aboriginal Corporations (incorporated under the Corporations (Aboriginal and Torres Strait Islander) Act 2006);
- e) Organisations established through specific Commonwealth or State/Territory legislation
- f) Partnerships
- g) Trustees on behalf of a legally constituted Trust
- h) Local Governments.

The Agency will also consider entering into agreements with State or Territory Governments. Agreements between the Agency and a State or Territory Government will be through a Memorandum of Understanding, rather than a Grant Agreement.

Specific eligibility criteria for activities will be advised in the documentation that applies to those activities.

2.5 FUNDING FOR THE ACTIVITY

Total funding available under the Sector Development Fund is \$149 million from the 2012-13 to 2016-17 financial years inclusive. These funds have been made available through the Commonwealth Government.

2.6 ELIGIBLE SECTOR DEVELOPMENT FUND ACTIVITIES

Grant agreements for SDF Grants will specify the SDF Outcomes that the project will deliver as well as the eligible activities that SDF funding may be used for.

2.7 Activity performance and reporting

Standard performance indicators and any specific performance indicators and targets for funded activities under the SDF Outcomes (section 2.2) will be described in the relevant activity's documentation.

General reporting requirements for the Sector Development Fund Grants program are as follows:

- Annual report for each activity
- Status update report for each activity at intervals defined in the particular Funding Agreement or MOU
- Final report on each funded activity including:
 - Achievement against specific performance indicators
 - Outputs from activities conducted
 - Outcomes achieved
 - Lessons learned
 - Recommendations for transferring project learnings more broadly across the sector, client cohorts or geographical areas
 - Provide any project resources developed using project funding
 - Recommendations for future sector development activities

The reporting timelines will be detailed in the Funding Agreement for a specific activity.

Other reporting requirements have been established under the *NDIS Act 2013* relating to Sector Development Fund grants. They include:

- The Agency must give the Minister information requested by the Minister about:
 - Expenditure relating to a particular host jurisdiction; or
 - Activities of the Agency relating to particular host jurisdictions.
- The Agency must give a Minister of a host jurisdiction who is a member of the NDIS Ministerial Council information requested by that Minister about:
 - Expenditure of money received by the Agency from that jurisdiction; or
 - Activities of the Agency relating to that jurisdiction.

The Sector Development Fund provides regular reports about the use of SDF funds and project progress to the Disability Reform Council (DRC) and the Council of Australian Government (COAG). Details of all grants made by the Sector Development Fund are published on the Agency's website.

2.8 FINANCIAL REPORTING

Sector Development Fund grants will be managed to ensure the efficient and effective use of public monies. This will be consistent with best value in social service principles, the Funding Agreement, and will aim to maintain viable services and act to prevent fraud upon the Agency.

Funding recipients are expected to report on their activities and:

- spend the funds only for the approved stated purpose;
- acquit their spending of the funding;
- return any funding not spent in the approved manner or any unspent funding; and
- provide reporting, including key performance indicators as specified in each Funding Agreement or MOU for a particular activity.

2.9 NATIONAL DISABILITY INSURANCE AGENCY RESPONSIBILITIES AND ACCOUNTABILITIES UNDER THE ACTIVITY

The National Disability Insurance Agency is responsible for developing project outcomes and selection criteria for each grant made by the Sector Development Fund. The Agency will select grant recipients based on an assessment against the specified criteria and is responsible for the development and execution of Funding Agreements and Funding Agreement management (including monitoring the performance of grant recipients in achieving Funding Agreement activities).

2.10 GRANT RECIPIENT RESPONSIBILITIES AND ACCOUNTABILITIES UNDER THE ACTIVITY

Grant recipient responsibilities and obligations are listed in the Terms and Conditions of the Funding Agreement. A copy of the Funding Agreement is available at [Funding Agreement Terms and Conditions](#).

3. APPLICATION PROCESS

OVERVIEW OF THE APPLICATION PROCESS

3.1 TYPE OF SELECTION PROCESS

The selection processes for SDF Grants are:

- An open, competitive selection process;
- A targeted, competitive selection process; or
- A targeted, direct or restricted selection process.

The selection process chosen will be dependent on the characteristics of the particular Sector Development Fund Outcome and the particular requirements of funded activities. Open and competitive selection processes will be advertised on the NDIA website. Generally, open and competitive selection processes will allow a minimum of four weeks from the time the funding round is advertised and application packs are made available to the closing date for lodging applications.

An application is the submission of a completed Application Form and provision of any other requested information as stated in the Application Form. Organisations must prepare applications in accordance with this document and any specific activity documentation as advised.

Applications to the Sector Development Fund will be considered against the four outcomes of the sector Development Fund Strategy as well as the following principles:

- The need to avoid duplication with projects already commenced or completed.
- The need for early investment to ensure sector readiness for full scheme introduction.
- The need for evidence.
- The need for continuous learning.
- The need for effective and efficient partnerships.
- The need to consider solutions which do not distort markets.
- The need to recognise the role of well informed and engaged consumers in contributing to an effective market and the need for low transaction costs associated with consumers moving from one service provider to another.
- The need for co-design

Applications for the SDF will be advertised on the NDIS website.

3.2 Selection Criteria

Applications will be assessed as follows:

- Applications will be assessed on the selection criteria;
- Applications will be assessed on a value for money basis;
- The financial viability of short-listed applicants will be assessed.

Standard Criteria

There will generally be three standard criteria for all processes. The three standard criteria are described below.

Criterion One: The Strategy

Describe your strategy, how it will be implemented, and how this will contribute to the Sector Development Fund objective and outcomes (see sections 2.1 and 2.2):

- What is the rationale for your intended approach;
- What deliverables (outputs) will your proposal create?
- What outcomes will be achieved by your proposal?

Criterion Two: Project governance

Demonstrated ability to deliver the strategy to high quality standards within the required timeframes:

- Provide details of:
 - Experience, expertise and qualification of staff;
 - Organisational experience and achievement; and
 - Organisational capacity to deliver the project outcomes.

Criterion Three: Engagement of People with Disability.

- Your project management plan - how will people with disability (particularly people likely to be eligible for NDIS supports) be engaged in this activity?

Activity Specific Criteria

Specific activities addressing each of the outcomes and priorities outlined at section 2.2 and 2.3 will also have additional selection criteria. These additional selection criteria will be described in the relevant applicant information documentation.

An application is not an agreement or contract. Meeting the selection criteria does not guarantee funding. Funding is limited and applications will be assessed and prioritised according to the extent to which they meet the selection criteria. Only applications meeting the selection criteria to a high degree are likely to be considered for funding. All information requested on the Application Form must be provided to enable your application to be fully considered.

3.3 HOW TO SUBMIT AN APPLICATION

Applications must be sent electronically to the sectordevelopmentfund@ndis.gov.au by the closing date and time as detailed in the Application Form.

You will receive a receipt within one business day of lodgement. You may also wish to use your email “read receipt” function as another means of ensuring that your electronic lodgement has been successful.

3.4 APPLICANT’S RESPONSIBILITIES

It is the responsibility of the applicant to ensure that their application is complete and accurate. Giving false or misleading information to the Agency is a serious offence. Applicants or their partners who do so may be prosecuted under section 137.1 of the Criminal Code Act 1995.

Successful applicants will be required to sign a declaration confirming the accuracy of information provided in the Application Form.

Make sure you keep a copy of your application and any supporting papers, either electronically or in hard copy, for your own records.

3.5 WHAT NEEDS TO BE INCLUDED?

You must address the selection criteria within the maximum specified word limits. In addition, you should also include any documents referred to in your selection criteria (e.g. budget or financial management plans or letters of recommendation).

3.6 WHAT SHOULD NOT BE INCLUDED?

Information or attachments not requested specifically in the Application Form or not relevant to your claims under the selection criteria should not be included in the application.

3.7 WHAT HAPPENS IF YOU PROVIDE MORE THAN THE SPECIFIED NUMBER OF WORDS?

The application form specifies a word limit for each selection criteria. This will be detailed in the application information documentation. Text beyond the word limits will not be considered as a part of the assessment process

3.8 CLOSING DATE AND TIME

The closing date and time will be detailed in the application information pack. In order to be received by the Agency the application must be submitted in full via the method prescribed in the application information pack.

3.9 LATE APPLICATIONS

The Agency may reject any application lodged after the closing date. If an application is late, the Agency may determine that there were exceptional circumstances beyond the applicant's control that meant the deadline could not be met. The applicant will need to supply documentary evidence to support any exceptional circumstances.

The Agency has no obligation to accept a late application. Any decision by the Agency to accept or not accept a late application will be final.

3.10 QUESTIONS AND ANSWERS DURING THE APPLICATION PERIOD

The Agency will only respond to requests for information that seek clarification of issues to allow applicants to better understand the requirements of the Application Form and Program Guidelines. Any response provided to one applicant will also be provided to other applicants in a generic form on the Agency website at Sector Development Fund Questions and Answers. Questions are to be submitted in writing via sectordevelopmentfund@ndis.gov.au

Answers to questions about the selection process received during the Application period will be posted by 5pm every Tuesday on the Agency website. Questions will not be taken or responded to after Monday of the last week of the Application period.

3.11 QUESTIONS AFTER THE APPLICATION PERIOD

The Agency will not accept or respond to any applicant's requests for information or correspondence about the status or progress of their application during the assessment phase.

3.12 APPLICATION ACKNOWLEDGEMENT

The applicant will receive email notification from the Agency within one business day of an application being received at sectordevelopmentfund@ndis.gov.au.

If the applicant has not received notification in this timeframe, the applicant should resend the email containing the Application Form explaining that a receipt has not been received for the previous Application Form.

You may wish to use your email “read receipt” function as a means of ensuring that your electronic lodgement has been successful.

3.13 CONFLICTS OF INTEREST

Applicants must identify, in their application, any potential or actual conflicts of interest they believe will or may arise from submitting the application. This should address their responsibilities to the NDIA and other parties in the course of the activity.

A conflict of interest can arise when an applicant’s integrity, objectivity or fairness in performing the services is at risk due to a pecuniary interest of a person or organisation associated with the applicant or a conflicting business arrangement.

Applicants must specify in their applications how any actual or perceived conflict of interest will be addressed and monitored to ensure it does not compromise the outcomes desired for this funding process.

The NDIA reserves the right to assess the potential impact of the conflict or perceived conflict and what plans, if any, are proposed to address the conflict of interest in relation to the application for funding.

The NDIA may reject an application if the NDIA is not satisfied that there are arrangements in place to appropriately address/manage a perceived or actual conflict of interest.

The NDIA has mechanisms in place for identifying and managing potential or actual conflicts of interest such as requiring assessment staff to sign conflict of interest declarations prior to undertaking the assessment of applications.

4. ASSESSMENT PROCESS

4.1 STAGES IN THE ASSESSMENT PROCESS

Stage 1 - Receipt and registration of applications, Initial screening for compliance

Following the receipt and registration of applications, there will be an initial screening of applications to ensure:

- Applicant eligibility;
- Applications comply with the program guidelines; and
- Complete information has been provided in the application form to enable a fully informed assessment to be made.

Stage 2 - Assessment of applications against selection criteria and value for money

The application will be considered by a panel of NDIA staff or other persons selected on the basis of their capability to assess to the selection criteria.

All undertakings of the panel will be in line with APS Code of Conduct, the Commonwealth Authorities and Companies Act 1997 and the Commonwealth Authorities and Companies Regulations 1997.

Assessment teams will consider the applicant's response to each selection criterion against a 6-point (0 to 5) scale:

- 0 - Does not meet or address criteria, or no response.
- 1 - **Marginal or poor quality** — poor claims against the criteria, does not meet requirements, has deficient supporting information.
- 2 - **Adequate quality**—adequate claims against the criteria, mostly meets requirements, but may be lacking detail and/or supporting information.
- 3 - **Good quality**—good claims against the criteria, meets all requirements with convincing supporting information.
- 4 - **Very good quality**—very good claims against the criteria, meets all requirements to a high standard with complete and comprehensive supporting information.
- 5 - **Excellent quality**—excellent claims against the criteria, exceeds requirements, supporting information confirms consistent superior performance.

Assessment teams will assess applications primarily on the information provided in the application form.

The Agency may use information about an applicant that is, or becomes known to the Agency in the course of the Agency's business, as well as any publicly available information.

As a part of the selection process, the Agency may undertake further checks of applicants. The Agency may also conduct checks for non-disclosure of any relevant information.

In addition, any debts that the applicant has accrued to the Agency or other Australian Government agencies may be taken into account when making a decision to offer funding.

The Agency reserves the right to use information from:

- the Agency’s databases;
- other Australian Government agencies, such as the Department of Social Services, the Australian Taxation Office and the Australian Securities and Investments Commission;
- state or territory agencies;
- law enforcement agencies;
- credit reference agencies;
- courts or tribunals; or
- any other appropriate organisation or person.

Information obtained from checks on applicants described in this section, may be taken into account during the assessment of applications or in making the final decision to offer funding.

Applications will also be assessed on the extent to which they offer value for money through consideration of:

- the level of service coverage offered
- the capacity of the service – including of number of staff employed and hours for each position
- the quality of support that will be provided– including duration and intensity of assistance
- any additional benefits offered as part of the proposed service

The price of the services is not the sole determining factor in assessing value for money.

A comparative analysis of the relevant financial and non-financial costs and benefits of alternative solutions throughout the selection will inform the value for money assessment.

Factors considered may include:

- fitness for purpose;
- a potential funding recipient’s experience, performance history and financial viability; and
- an appropriate spread of services/projects resulting from a selection process.

Stage 3 – Financial Viability Assessments

Applications will be subject to Financial Viability Assessments.

Note: The Agency may not fund applicants that are assessed as high-risk in terms of financial viability.

Information required from applicants for the financial viability assessment is usually gathered via information requested in the application form.

Stage 4 – Selection of successful applicants

The Agency will prepare a list of recommended applicants following assessment against the selection criteria, value for money consideration and financial viability assessment.

The Agency’s decision relating to successful applicants will be finalised when the Agency Delegate approves the selection.

Stage 5 - Entering into Funding Agreements

Successful applicants are then invited to enter into Funding Agreements with the Agency.

See Section 5 of these Guidelines for more details.

4.2 PROCESS FOR ADVISING OUTCOMES

Applicants will be advised of their assessment outcome via email.

Information on successful grant applications and information on the grant project will be published on the Agency website, within 14 days of the signing of the Funding Agreement or the grant taking effect. This information may also be published on other Australian, State or Territory Government websites.

4.3 OPPORTUNITY FOR FEEDBACK

Successful and unsuccessful applicants can request feedback on their application. A letter will be sent to each unsuccessful applicant advising that they have been unsuccessful and will include contact details to arrange a debriefing should they require one.

4.4 TERMS AND CONDITIONS APPLYING TO APPLICATIONS

Liability issues

The Agency is not liable to the applicant in relation to the Selection Process, including without limitation, when the Agency:

- varies or terminates all or any part of the Selection Process or any negotiations with the Applicant;
- decides not to acquire any or all of the services sought through the Selection Process;
- varies the Selection Process; or
- exercises or fails to exercise any of its other rights under, or in relation to, the Program Guidelines.

The Agency's rights

The Agency reserves the right to amend the Program Guidelines by whatever means it may determine in its absolute discretion and will provide reasonable notice of these amendments.

The Agency reserves the right to mark any application 'non-compliant' if it has concerns about the genuineness of the information provided or where it feels the application has not been submitted in the spirit of the program as outlined in this document.

Disclaimer

The Agency and its officers, employees, agents and advisors:

- are not, and will not be, responsible or liable for the accuracy or completeness of any information in or provided in connection with the Program Guidelines;
- make no express or implied representation or warranty that any statement as to future matters will prove correct;
- disclaim any and all liability arising from any information provided to the applicant, including, without limitation, errors in, or omissions contained in, that information;
- except so far as liability under any statute cannot be excluded, accept no responsibility arising in any way from errors or omissions contained in any information in this document and the Application Form; and
- accept no liability for any loss or damage suffered by any person as a result of that person, or any other person, placing reliance on the contents of these documents, or any other information provided by the Agency.

Fraud

The Agency is committed to the Commonwealth Fraud Control Policy and Guidelines.

One key responsibility outlined in the Agency's Fraud Control Policy Statement is to report all fraud concerns by:

- leaving an anonymous voicemail message on the NDIA Fraud Hotline (1800 133 611) or
- emailing the [NDIS Fraud Team](#).

Personal Information

Any personal information you provide is protected under the Privacy Act 1988. It can only be disclosed to someone else if you have been given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

Further information is available at [NDIS Privacy](#).

Freedom of Information

All documents in the possession of the Agency including those in relation to grant selection exercises are subject to the *Freedom of Information Act 1982 (FOI Act)*.

The FOI Act creates a general right of access to documents in the possession of the Agency and this right of access is limited only by the exceptions and exemptions necessary for the protection of essential public interests and private and business affairs of persons in respect of whom the information relates.

Decisions regarding requests for access under the FOI Act will be made by an authorised decision-maker in accordance with the requirements of the FOI Act.

FOI requests should be referred to the NDIA FOI Coordinator.

By mail:

FOI Coordinator

National Disability Insurance Agency

GPO Box 700

CANBERRA ACT 2601

By email:

[NDIS Freedom of Information Inbox](#)

For more information on making a request for access to documents in the possession of the Agency under the FOI Act, go to [NDIS Freedom of Information](#)

5. FINANCIAL ARRANGEMENTS

The Agency uses standard Funding Agreements. Funding will only be provided in accordance with an executed Funding Agreement. The terms and conditions of the Agency's Funding Agreements are not negotiable.

The Funding Agreement will contain the entire agreement between the parties. There is no binding agreement on any parties until the Funding Agreement is agreed to and signed by the Delegate and the applicant's Authorised Representative.

The Funding Agreement is the legal agreement between the Agency and the grant recipient over the funding period. In managing funding provided, the grant recipient must comply with all the requirements of the Funding Agreement.

Grant recipients are responsible for ensuring that:

- the terms and conditions of the Funding Agreement are met;
- service provision is effective, efficient, and appropriately targeted;
- the highest standards of duty of care are applied; and
- grant related activities comply with the requirements as set out within all State and Territory and Commonwealth legislation and regulations.

Grant recipients should also be aware of any case based law that may apply or affect their service delivery.

Terms and conditions of the Funding Agreement may be accessed at [NDIS Funding Agreement](#).

6. OTHER INFORMATION

6.1 COMPLAINTS

Applicants/Grant Recipients

Applicants and grant recipients can contact the NDIA complaints service with complaints about the selection process or the grant-funded services provided by an organisation

TELEPHONE: 1800 634 035

FAX: (02) 6204 4587

MAIL:

National Disability Insurance Agency Complaints

GPO Box 700

Canberra ACT 2601

EMAIL: [NDIS Contact Form](#)

If you are dissatisfied with the Agency's handling of a complaint, you can contact the Commonwealth Ombudsman at [Commonwealth Ombudsman](#) or 1300 362 072.

Client/Customer

It is a requirement of your Funding Agreement to have a transparent and accessible complaints handling policy if you deliver grant-funded services to people or organisations other than the NDIA. This policy should acknowledge the complainant's right to complain directly to you, outline the process for both dealing with the complaint and provide options for escalation both within your organisation and to the Agency if necessary. Ensure that you provide information about your complaints handling policy and processes in all correspondence to guarantee it is readily available to the public.

6.2 CONTACT INFORMATION

The NDIA generally provides information about the Sector Development Fund through email exchanges during grant application periods.

Further information concerning the Sector Development Fund may be obtained by emailing your request to sectordevelopmentfund@ndis.gov.au .

6.3 GENERAL NDIA CONTACT INFORMATION

PHONE:

1800 800 110 8am-6pm Eastern Standard Time weekdays

MAIL:

National Disability Insurance Agency

GPO Box 700

Canberra ACT 2601

Help available to contact us

If you are a TTY user - phone 1800 555 677 then ask for 1800 800 110

If you are a Speak and Listen (speech-to-speech relay) user - phone 1800 555 727 then ask for 1800 800 110

If you are an internet relay user - visit the National Relay Service website and ask for 1800 800 110

If you require more information visit the National Relay Service website.

6.4 ADDITIONAL CONTACT INFORMATION

[NDIS Contact Information](#)