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We have published our evaluation of the thin market trials. The evaluation was finalised in December 2022 and covers the period of each trial's implementation up to September 2022.

- [Thin market trials evaluation report DOCX \(1.9MB\)](#)
- [Thin market trials evaluation report PDF \(1.9MB\)](#)

To find out more about this research, you can email our research team at [research@ndis.gov.au](mailto:research@ndis.gov.au)

## Background

We set out to understand the effectiveness of 3 different types of market activities (formerly known as market interventions) to address the challenges for NDIS participants who live in remote and very remote areas.

## Method

To understand the impacts of these market activities, we collected and analysed the following data:

- NDIS data about the extent participants in trial locations use their funded supports, which we compared to participants in other thin markets.
- A survey of service providers directly involved in thin market trials or that deliver funded supports in trial locations.
- Interviews with service providers, support coordinators, NDIA and Partner in the Community staff and State and Territory Government officials.

The types of market activities we looked at were:

- Market facilitation, which involves actions to improve connections between providers and participants such as focused engagement and sharing targeted data.
- Coordinated funding proposals, which are a way for multiple participants and their support coordinators to pool funding and purchase services as a group.
- Direct commissioning, which involves a formal contract between NDIA and a provider or panel of providers for longer-term service delivery to a group of participants.

## Findings

We found that:

- Coordinated funding proposals—and under some conditions direct commissioning—are promising approaches to increasing participant use of funded supports in thin markets.
  - Coordinated funding proposals are appealing as they operate within the existing NDIS pricing and purchasing arrangements to increase the financial viability of NDIS service delivery in rural and remote locations.
  - Direct commissioning may be more successful for Core rather than Capacity Building supports, and in remote/very remote locations if market conditions are unfavourable for a coordinated funding proposal.
- Targeted LGA-level market facilitation projects appear less effective at overcoming the challenges for providers delivering services in thin markets such as assuring demand, logistical challenges and workforce shortages.
  - Rather, strategically coordinated market facilitation should be built into routine delivery of NDIS support services.