

NDIS · INTEGRATION · BETTER SUPPORT

NDIS: What Changes When Your Systems Talk

Someone rings to move a Thursday support. In most services that becomes a message, a callback, three systems and a second explanation of their own circumstances. Integration is not an IT project, it is what stops that happening.

Participants can feel your integration architecture, even though they never see it. When rostering, client records, claims and the phone live on separate islands, the person calling is asked to repeat themselves, the worker turns up without context, and the coordinator loses hours a week to retyping instead of supporting people. Through 2025 and into 2026, NDIS software has consolidated around **interoperability as the deciding factor**, native integrations, webhooks and open APIs replacing manual workarounds. The communications layer is the one usually left disconnected, and it is the one carrying the most context, because almost everything a provider learns arrives first as a conversation.

The short version

System	Holds	Symptom when isolated
Client management / CRM	Participants, goals, plans, agreements, progress notes, consents.	Meant to be the single source of truth. Usually is not, because three other systems also hold contact details.
Rostering and scheduling	Who works where, when, with what skills and travel.	Every mismatch is a real person waiting at home.
Claims and billing	Service bookings, claims, budgets, plan utilisation.	Rejected claims discovered weeks later, and cash flow surprises.
Incidents, complaints, quality	Registers, investigations, corrective actions, audit evidence.	Trends invisible until they become a pattern somebody else notices first.
Communications, phone, SMS, email	Every actual conversation with participants, families, workers and health services.	The least connected and the highest context. Nobody misses it until they need to know what was said.
Workforce. HR, payroll, training	Screening checks, qualifications, training currency, availability.	Somebody rostered who is not currently cleared to work.

■ Also worth knowing

Pattern	What it is	Best for	Watch out for
Native integration	The two vendors built and maintain the connection. Switch it on, authenticate, done.	Anything on the shelf. Always check for this first.	Only does what the vendors decided it does.
Webhooks	One system fires an event, call ended, SMS received, and another reacts in real time.	Simple triggers, and more use cases than people expect.	Needs somewhere to receive the event and something to do with it.
Automation / iPaaS	A middleware layer wires systems together with rules instead of code.	The sweet spot for most small and mid-sized providers.	Another subscription, and rules that need an owner.
Open API	Your developer or IT partner builds precisely what you need.	Genuinely unusual workflows nothing else covers.	Most capable, most expensive, needs long-term ownership.

The market already moved on this

Through 2025 and into 2026, NDIS platforms have consolidated into integrated systems covering compliance, workforce coordination, financial oversight and outcome tracking, and **interoperability emerged as the competitive differentiator**. Providers now select on native integrations and open APIs into accounting, payroll, CRM and reporting, because the alternative is manual workarounds, and manual workarounds are where the errors and the lost hours live.

■ Questions the full guide answers

- ☐ Why does system integration matter for participants rather than just for admin?
- ☐ Do we need a single platform that does everything?
- ☐ What can a phone system actually connect to in a disability service?
- ☐ What is the difference between a native integration, a webhook and an API?
- ☐ What are the main risks of connecting our systems?
- ☐ How long does this take, and where should we start?
- ☐ Will connecting systems mean we need fewer staff?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call 1300 663 222 or visit vocphone.com/about/contact-us.