



Senate Select Committee on COVID-19

Answer to Question on Notice

Reference: QSC SQ20-000047

Disability support workers for First Nations families

Hearing: 2 June 2020

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Asked by: Senator Siewert

Question:

Senator SIEWERT: I think this question will be for DSS. I want to ask about disability support workers. I've had some concerns raised with my office around disability support workers for First Nations families. Concerns have been raised of shifts ending early; inadequate PPE; hygiene protocols not being followed; and lack of replacement staff for families where, for example, a worker has had to isolate themselves. I've also had reports of First Nations families having been asked for more money and having given away artwork in response. Are you aware of these reports?

Ms Campbell: I am not aware of those reports. I would expect that the NDIA would first become aware of those reports, and they haven't advised us of those. But we can take those questions on notice and ask the NDIA and get back to you.

Answer:

The NDIS Quality and Safeguards Commission (NDIS Commission) has not received any COVID-19 complaints relating to, and is not aware of, the specific matters raised by Senator Siewert.

The NDIS Commission encourages people to report their concerns to the NDIS Commission so they can be investigated or referred to the appropriate complaints body. Anyone can make a complaint to the NDIS Commission through the website at www.ndiscommission.gov.au or by calling 1800 035 544.

Complaints relating to NDIS services and supports in Western Australia continue to be managed by the Health and Disability Services Complaints Office until the NDIS Commission commences operations there on 1 December 2020.

Where a participant believes a provider is acting in a manner which is fraudulent they can contact the NDIS [Fraud Reporting Hotline](#) on 1800 650 717.