

Australian Government's response to the COVID-19 pandemic

Reference No: SQ20-000208

## OUTREACH CALLS TO PARTICIPANTS

Hearing: 30 April 2020

Hansard Page: Written

**Question:**

Can the Department advise:

1. In response to question SQ20-000206 the NDIS advised that seven referrals had been made to the NDIS Quality and Safeguards Commission and four referrals had been made to the Western Australian Department of Communities following contact by the NDIA with the vulnerable Australians referred to by the Minister.

What are the details of:

- a. each of the seven referrals to the NDIS Quality and Safeguards Commission?
- and
- b. each of the four referrals to the WA Department of Communities?

**Answer:**

The National Disability Insurance Agency (NDIA) makes regular referrals to the NDIS Quality and Safeguards Commission (NDIS Commission). Due to privacy reasons, the NDIA cannot provide specific details of the referrals made to the NDIS Commission nor to the Western Australian Department of Communities.

The NDIA has provided a clarification of the answer provided in SQ20-000206 as a letter of correction, stating that the NDIA cannot substantiate the actual number of referrals made to the NDIS Commission directly resulting from the vulnerable participant calls. This is due to a number of referrals arising from other activities of the NDIA including other interactions with participants that were also made during this time.



**Senate Select Committee on COVID-19  
Answer to Question on Notice**

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**Australian Government's response to the COVID-19 pandemic**

**Reference No:** SQ20-000209

**OUTREACH CALLS TO PARTICIPANTS**

**Hearing:** 30 April 2020

**Hansard Page:** Written

**Question:**

In response to question SQ20-000207 the NDIS advised that one referral had been made to police for a welfare check of a participant.

a. What was the result of that referral to police for a welfare check?

**Answer:**

a: In reference to question SQ20-000207, the Police welfare check was conducted and the Police reported back that no further action was required.