

Inquiry into ICT Systems

Reference No: SQ18-000350

MYPLACE PORTAL

Hearing: N/A

Hansard Page: N/A

Question:

What is the process to identify and prioritise Portal modifications and enhancements?

Answer:

Portal modifications and enhancements are identified through the following key sources:

- The Strategic Programs developed by the National Disability Insurance Agency (NDIA) to deliver the 2018-19 Corporate Plan initiatives.
- The technical foundation actions outlined in the *NDIA ICT Technology Strategy*.
- System enhancement requests raised by NDIA staff and partners.
- Suggested enhancements by participants and providers through Reference Groups that have been established by the NDIA.

The NDIA prioritises all portal modification and enhancement requests. Once prioritised the changes are directed to the Agency's Chief Information Officer for development.



**Parliamentary Joint Standing Committee on the National Disability Insurance Scheme
Written Question on Notice**

Inquiry into ICT Systems

Reference No: SQ18-000351

MYPLACE PORTAL

Hearing: N/A

Hansard Page: N/A

Question:

In 2016, the PwC recommended to establish a control group of a representative sample of participants and providers to inform the NDIA on the operations of the MyPlace portal and to measure and track customer satisfaction for continuous improvement purposes. Has the Agency established such group?

Answer:

The National Disability Insurance Agency (NDIA) has significantly increased consultation with both participants, providers and peak industry bodies on all business led ICT change projects. This includes engaging with the NDIA's Participant Reference Group and members of the NDIA's Industry Reference Group on ICT related changes to understand pain points, prioritise solutions, design enhancements and test changes to the MyPlace portal.

Inquiry into ICT Systems

Reference No: SQ18-000352

UNSUCCESSFUL PAYMENT CLAIMS DUE TO PORTAL ISSUES

Hearing: N/A

Hansard Page: N/A

Question:

The committee regularly hears about the ongoing issue of unsuccessful payments to providers due to portal and ICT issues. For example, in October 2018, there was an average of 26,200 unsuccessful payments to service providers per week. The committee acknowledges that the Agency has established a national provider payment team to facilitate the payment of rejected claims. However, what is being done to fix this ongoing problem in the Portal?

Answer:

The vast majority of payment claims made by providers through the portal are processed successfully. The average success rate for Quarter 1 of 2018-19 was 91.9 per cent. Of these successful payments, 99.8 per cent were processed within five calendar days.

Over the past six months, the National Provider Payment Team (NPPT) has implemented a number of changes to enable a more efficient process for resolving payment issues. In October 2018, a further enhancement was made to the portal that now enables providers to expand sorting and filtering of service booking status, download reports containing the provider's service bookings, and control how frequently to receive information on service bookings needing further action. The work undertaken has improved payment processing times and reduction of payment backlogs.

Previously, a high percentage of payment issues related to service booking edits and amendments that could not be made by providers and participants in the portal. In July 2018, an enhancement was made to the portal that now enables providers to undertake this function themselves.

The NPPT has also developed a self-help guide available to assist providers through the payment claim process and hence reducing instances of payment claim error.

Inquiry into ICT Systems

Reference No: SQ18-000353

IMPROVING COMMUNICATION WITH PARTICIPANTS AND PROVIDERS THROUGH PORTAL

Hearing: N/A

Hansard Page: N/A

Question:

Is the Agency considering introducing new functions in the portal that would enable participants and providers to be informed of the status of correspondence, quotes,

- In particular, is the Agency considering introducing a function to track the status of Assistive Technology applications?

Answer:

Through the revised participant pathway, the National Disability Insurance Agency (NDIA) has announced a range of improvements to the way it communicates with participants.

This includes a single key point of contact for participants, and a new relationship account management model for providers. These improvements will assist to ensure that participants are better informed about their pathway experience.

As part of this process, the NDIA is introducing improvements to the Assistive Technology (AT) process, including establishing reference groups to work directly with the NDIA's ICT team with the following objectives:

- (1) for participants wanting to use the portal, define what the participant portal should be going forward; and
- (2) for participants who do not want to use the portal, understand what the alternative communication methods should be.

A centralised AT and Home Modification (ATHM) team has also been established to help remediate individual issues, identify and address any common barriers leading to delay, and design and implement further process improvements, including for more complex ATHM needs.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme
Written Question on Notice

Inquiry into ICT Systems

Reference No: SQ18-000355

PROVIDER FINDER TOOL

Hearing: n/a

Hansard Page: n/a

Question:

What is the process to keep up-to-date information about service providers in the Provider Finder Tool? For example, contact details, types of services offered, and availability or not for the provider to take on new clients.

Answer:

The National Disability Insurance Agency (NDIA) ensures that providers have the ability to update information relating to their business operations without requiring manual intervention by the NDIA. This enables providers to self-serve and update information relating to contact details or appointment availability online.

The process for National Disability Insurance Scheme (NDIS) providers registered in New South Wales and South Australia to update their details in the Provider Finder tool is managed via the NDIS Quality and Safeguards Commission portal.

Providers in all other states and territories are able to update their details via the NDIS myplace provider portal. This process remains in place until providers in these states and territories transition to the NDIS Quality and Safeguards Commission.

Inquiry into ICT Systems

Reference No: SQ18-000356

PROVIDER FINDER TOOL

Hearing: N/A

Hansard Page: N/A

Question:

What is planned to enhance the Provider Finder Tool?

Answer:

A number of enhancements have been made to the Provider Finder tool during 2018. These include improved filtering and search functionality, extended search radius capability, and a simplified interface for participants to use when looking for services. These changes have made it easier for participants and providers to connect according to the participant's needs and the provider's profile.

By the end of 2018, further improvements will be added to the Provider Finder tool in the form of a more intuitive and usable map function. The new map functionality will provide enhanced information about the provider's location as well as providing journey and transport options to participants.

A new web version of the registered provider list with enhanced functionality for visitors to more easily search and find a list of registered providers is expected to be available on the National Disability Insurance Scheme website in early 2019.



**Parliamentary Joint Standing Committee on the National Disability Insurance Scheme
Written Question on Notice**

Inquiry into ICT Systems

Reference No: SQ18-000357

USER EXPERIENCE AND USER INTERFACE DESIGN REVIEW

Hearing: N/A

Hansard Page: N/A

Question:

When will the review be completed?

Answer:

The User Experience and User Interface Strategic Review will be formally completed in early 2019.

Inquiry into ICT Systems

Reference No: SQ18-000360

NADIA PROGRAM

Hearing: N/A

Hansard Page: N/A

Question:

- 1) What is the status of the development of Nadia?
- 2) Is there a release date for Nadia?
- 3) How will Nadia be used, especially in relation to assisting participants to navigate the market?

Answer:

- 1) Nadia has been temporarily postponed for two reasons. Firstly, to allow the completion of the Pathways strategic program which will redefine key processes of the National Disability Insurance Scheme. Once these have been defined, Nadia can be updated with relevant processes. Secondly, the technology underpinning speech recognition is still maturing. The National Disability Insurance Agency is meeting regularly with key vendors to monitor progress. It is essential that all participants as well as other members of the public are able to easily and successfully interact with Nadia.
- 2) The release of Nadia is predicated by the maturity of the technology, progress on this is reviewed regularly.
- 3) How Nadia will be used to maximise its effectiveness is dependent on the outcomes of the Pathways strategic program which is yet to complete.



**Parliamentary Joint Standing Committee on the National Disability Insurance Scheme
Written Question on Notice**

Inquiry into ICT Systems

Reference No: SQ18-000361

INNOVATION

Hearing: N/A

Hansard Page: N/A

Question:

The committee noted the current trial by Data61 and CBA, which is exploring the potential for blockchain technology to create programmable money through a case study of the NDIS. What is the Agency's involvement in the project?

Answer:

The NDIA was represented on the external reference group for this project, which also included stakeholders from the Department of Human Services, the Department of Social Services, the Reserve Bank of Australia and the Treasury, among others. The role of the reference group was only to provide feedback and advice on the proof of concept.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme
Written Question on Notice

Inquiry into ICT Systems

Reference No: SQ18-000358

IT SUPPORTS

Hearing: N/A

Hansard Page: N/A

Question:

What supports and training are available to participants to learn how to use MyPortal?

Answer:

The National Disability Insurance Scheme (NDIS) myplace participant portal step-by-step guide has been developed by the National Disability Insurance Agency (NDIA) to support participants to access and navigate the portal. The guide is available at: www.ndis.gov.au/participant-portal-user-guide.

The NDIS myplace participant portal step-by-step guide is publically available via the internet or from the NDIA, Local Area Coordination (LAC) and Support Coordinator offices. Staff in these offices are able to support participants to access the myplace portal. The NDIS National Contact Centre can also support participants to access and navigate the myplace portal.

The improved planning process that has been progressively implemented in 2018 provides face-to-face meetings with participants to support more effective pre-planning and plan implementation. During these meetings, participants are provided advice and given direct support to access and use the myplace portal.

The participant plan has recently been re-designed to make it easier for participants to understand and use. One of the key improvements to the participant plan is the inclusion of a consistent point of contact (a LAC or planner) who can provide additional insight into a participant's plan, including supporting the use of the myplace portal.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme
Written Question on Notice

Inquiry into ICT Systems

Reference No: SQ18-000354

PROVIDER FINDER TOOL

Hearing: N/A

Hansard Page: N/A

Question:

Does the Agency have an eMarket Strategy and what does it entail beyond the development of the Provider Finder Tool?

Answer:

The National Disability Insurance Agency (NDIA) is currently developing a Digital Marketplace Strategy that will guide the NDIA in supporting and facilitating the growth of eMarket platforms to ensure smoother connections between providers and participants.

The Provider Finder tool continues to provide the foundation capability to link participants with service providers, and is undergoing constant enhancement. The NDIA plans to release a website based version of the Provider Finder tool in early 2019, as well as additional enhancements to Google Maps and analytics functionality.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme
Written Question on Notice

Inquiry into ICT Systems

Reference No: SQ18-000359

IT SUPPORT

Hearing: N/A

Hansard Page: N/A

Question:

Is there a specific email address or 1800 number to access ICT technical support?

Answer:

Technical support for National Disability Insurance Agency (NDIA) ICT services is provided by the Department of Human Services (DHS) and managed under the DHS-NDIA Services Schedule for ICT Services. Technical support is accessed through the DHS ICT support portal – MySupport. In addition, the NDIA has an escalation email address to support NDIA users.

For portal assistance provided to participants, please refer to SQ18-000358.



**Parliamentary Joint Standing Committee on the National Disability Insurance Scheme
Written Question on Notice**

Inquiry into ICT Systems

Reference No: SQ18-000362

INNOVATION

Hearing: N/A

Hansard Page: N/A

Question:

Where does innovation sit within the ICT Strategy? Is there a dedicated team and budget to explore opportunities around new and emerging technologies to improve transactions, interactions and communications between the Agency, participants and providers?

Answer:

The National Disability Insurance Agency (NDIA) ICT Technology Strategy identifies the need to focus on foundation activities over the initial two year period prior to shifting to Optimisation and Innovation opportunities. The goal of the foundation activities is to make changes to core National Disability Insurance Scheme (NDIS) systems to improve openness, flexibility and usability for all users of the NDIA provided systems. The shift is not sequential, with optimization and innovation opportunities being addressed in parallel while putting a solid foundation in place.