

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2017-2018 Budget Estimates Hearings**

**Outcome:** National Disability Insurance Agency

**Question No:** NDIA SQ17-000083

**Topic:** Breakdown of Complaints

**Hansard Page:** Spoken

**Senator Watt,** asked:

**Senator WATT:** Is it possible to break down those 1,210 complaints registered in the January to March quarter this year into complaints from participants as opposed to providers or anyone else?

**Ms Gunn:** Yes, certainly.

Senator WATT: Could you give that to us now?

**Ms Gunn:** No, I do not have that with me, but I certainly can provide that.

**Senator WATT:** Just picking up from where we were before, would you also be able to take on notice, if you do not have it now, providing a breakdown? I think you took on notice a breakdown of participants, providers and any other. Would you also be able to give us a breakdown of the nature of the complaint or what the complaint was about—plans, technology and payments, whatever the types of complaints were?

**Mr Tidswell:** Sure.

**Answer:**

The source of complaints received from 1 January 2017 to 31 March 2017 were:

Participants	183
On behalf of participants	656
Providers	61
Other	310
<b>Total</b>	<b>1,210</b>

The nature of the complaints received from 1 January 2017 to 31 March 2017 were:

Complaints about Providers	61
Complaints about Agency Decisions	90
Complaints about Agency Practices or Behaviours	
- Not meeting individual needs	142
- Information is unclear	113
- Timeliness	173
- Decision making process and involvement	50
- Reasonable and necessary supports	44
- Other	309
Other	228
<b>Total</b>	<b>1,210</b>