

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 SQ17-000084

Topic: Number of plans over the telephone

Hansard Page: Spoken

Senator Watt, asked:

Senator WATT: Do you have any figures on how many plans have been done over the phone?

Mr Tidswell: No. I will take that on notice.

Senator WATT: They are the two alternatives?

Mr Tidswell: Yes. It could be done in terms of provision of information as well, so we will take that on notice, to give you a breakdown of components.

Answer:

The National Disability Insurance Scheme Business System records interactions and methods of contact with participants, their families and carers, however data is not captured regarding whether a plan is completed face-to-face or over the telephone.

National Disability Insurance Agency's partners have recently been instructed that face-to-face planning is the preferred method, noting that some participants prefer telephone planning and this option is available.