

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 SQ17-000085

Topic: Reviews of plans over the telephone

Hansard Page: Spoken

Senator Watt, asked:

Senator WATT: Do you have any figures on the number of reviews of plans that have been required for plans prepared over the phone?

Mr Tidswell: No.

Senator WATT: You do not?

Mr Tidswell: No, we would not have that level of detail. But we could have a look to see if we can arrive at that. We have planned reviews that occur over a period of time and then unscheduled reviews. The planned reviews are usually because your plan has reached its maturation and we need to review your circumstance and your funding. There are also unscheduled reviews. I do not think I have seen a dataset that suggests a higher or lower review for ways in which a plan is constructed.

Senator WATT: You have not seen any of that?

Mr Tidswell: I have not seen that data, so we will take that on notice and see if we do have anything

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 review is completed face-to-face or over the telephone. It is not possible to estimate the number of plan reviews that have been required for plans prepared 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.