

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 SQ17-000087

Topic: Unscheduled reviews

Hansard Page: Spoken

Senator Watt, asked:

Senator WATT: You said that you do not have any evidence to suggest that the plans done over the phone have a higher need for unscheduled reviews?

Mr Tidswell: I have not seen any evidence of that. I am thinking through the dataset that you would need to arrive at that. It would be a fairly complicated process to get that, but we will have a look.

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.