

**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 SQ17-000090

**Topic:** Reasons why people are not using funding in plans

**Hansard Page:** Spoken

**Senator Siewert,** asked:

**Senator SIEWERT:** In terms of the figures—I realise I am asking for the big table now—that have been reduced because they did not use the funding, could you take on notice the reasons why people are not using it? Certainly the evidence we have received is that people cannot find providers.

**Mr Bowen:** We do not have that as a data collection. We have it as some survey information.

**Senator SIEWERT:** Thank you.

**Senator SIEWERT:** Is there a difference, also, between those that are self-managed and those that are agency managed?

**Mr Tidswell:** In terms of what?

**Senator SIEWERT:** In terms of unused funds?

**Mr Bowen:** We could take that on notice. We could probably find that.

**Senator SIEWERT:** You heard the example, when we were here for the hearing, in terms of the difference just one family had between self-managed funds and agency managed funds.

**Mr Tidswell:** We will take that on notice.

**Answer:**

The National Disability Insurance Agency (NDIA) does not collect data on reasons for participants not utilising their funding.

The Productivity Commission Position Paper on National Disability Insurance Scheme Costs identified some reasons for underutilisation, including:

- insufficient supply of supports to meet demand;
- participants experiencing difficulties navigating the system;
- participants not needing all the supports they are entitled to;
- the market for plan supports (such as support coordination and plan management) being relatively immature; and
- some participants not easily accessing information about how much their supports are available.

There is no consistent evidence over time that the utilisation of supports for self-managed plans is different to NDIA managed plans.