

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 SQ17-000093

Topic: Scheduled reviews

Hansard Page: Spoken

Senator Watt: asked:

Senator WATT: Do you have any figures on the average length of time those scheduled reviews take? If they start three months out, how long do they take, on average?

Ms Gunn: I do not know.

Senator WATT: Why don't you take it on notice and see what you have got?

Ms Gunn: I can have a look at that.

Answer:

It is not possible to accurately calculate the average length of time for completion of a scheduled review. There are a number of tasks and activities in the National Disability Insurance Scheme Business System that indicate that a plan review has commenced. It is possible for these tasks and activities to be initiated months in advance of the scheduled time, so the intervening period does not accurately capture the actual time taken to complete the review.