

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 SQ17-000096

Topic: Reviews of plans over the telephone

Hansard Page: Spoken

Senator Siewert, asked:

Senator SIEWERT: How many reviews of plans have you done over the phone? I know earlier you said the face-to-face figure.

Ms Gunn: I do not have that exact number.

Senator SIEWERT: Do you keep that detail?

Ms Gunn: I imagine we would. I cannot guarantee it, so I will get it absolutely confirmed.

Mr Tidswell: I think—

Ms Gunn: It goes to your 65 per cent?

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 been instructed that face-to-face planning is the preferred method, noting that some participants prefer telephone planning and this option is available.

The quoted 65 per cent was an estimate derived in 2016 from limited point-in-time data.