

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 SQ17-000098

Topic: Claiming rates for participants

Hansard Page: Spoken

Senator Watt, asked:

Mr Sterrenberg: Not at all. In fact, as Mr Tidswell said, 97 per cent of all providers who use the portal have successful outcomes.

Senator WATT: Is that data publicly available as well?

Mr Tidswell: We publish it on our website.

Senator WATT: So 97 per cent of providers—

Mr Tidswell: It varies depending on the day, but there are 95 per cent or 96 per cent of successful claims going through.

Senator WATT: What about for participants? Is the success rate for participants using it published as well?

Mr Tidswell: Sorry, I am not sure.

Ms Rundle: I do not think so. We would need to check.

Mr Tidswell: We certainly get that information, look at it daily and put it on our website for providers.

Senator WATT: You do not have that data about participants with you?

Ms Rundle: No.

Senator WATT: Obviously, if you can take that on notice for us, that would be great.

Answer:

MyPlace portal weekly payment summary reports, including payment success rates for providers and participants, are published on the National Disability Insurance Scheme website each week as an aggregate at: www.ndis.gov.au/about-us/information-publications-and-reports.html.

The participant's average success rate for successful payments from 1 January to 31 March 2017 was 95.35 per cent.