

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 SQ17-000099

Topic: Call Centre calls

Hansard Page: Spoken

Senator Watt, asked:

Senator WATT: And how many calls has the call centre received specifically about issues with the provider portal?

Mr Tidswell: My memory of the biggest volume of calls is that it is all to do with access to the scheme. I just do not have the information in front of me in terms of the percentage of calls about portal access by the participants and providers, but we can get that on notice for you.

Answer:

Analysis of the most recent call data of the National Disability Insurance Agency general enquiry and provider queues indicates that approximately 3.6 per cent of calls received are from people experiencing an issue with the *myPlace* portal.