

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 SQ17-000108

Topic: Mainstream services

Hansard Page: Spoken

Senator Siewert asked:

Senator SIEWERT: Thank you. The last one here is: do you have any information or stats on where somebody's health issue, through the failure of mainstream services, is preventing them or has prevented them being able to use their package fully? Have you done a look at that so that we can get an understanding of how effective the mainstream services are in meeting people's needs?

Mr Bowen: I do not believe we have direct data on that. It is one of those matters that we have been talking about internally. Under the integrated reporting framework, the scheme actuaries have a responsibility to report on whether or not people are able to access mainstream services and the impact, but we are really just starting to formulate what sort of information we may be able to collect and how we might be able to use it. So it is very early days on that, but it is a real issue.

Senator SIEWERT: If you do get some answers to that before the next estimates, could you provide them on notice?

Mr Bowen: Yes, we will do that

Answer:

As the number of participants increases during transition, the National Disability Insurance Agency (NDIA) will be able to glean more sophisticated data on how participants interact with mainstream services, including the effects on how participants use the funds in their plans. Mainstream service systems are obliged to provide services to all Australians and the NDIA will work with all governments, and community and mainstream systems to influence their capacity to better respond to the access and inclusion needs of people with disability.

On an individual level, NDIA staff are trained to sensitively discuss informal, community and mainstream supports during the planning stage, including identifying any existing barriers to accessing mainstream services. While the National Disability Insurance Scheme does not fund supports which are, or should be, provided by mainstream services, where gaps are identified staff are directed to escalate to management for discussion with state officials.