

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 SQ17-000120

Topic: Complex Case Managers and Planner

Hansard Page: Written

Senator Kakoschke-Moore, asked:

Does a complex case manager stay with a family, longer than a planner would?

Answer:

Both Local Area Coordinators and Support Coordinators will spend more time with a participant than a National Disability Insurance Agency (NDIA) planner would as they assist participants to implement their plan, connect to services and supports, and work with the participant to monitor effectiveness of supports.

The NDIA planner's primary role is to develop a participant's National Disability Insurance Scheme plan and to conduct the review of their plan, usually on a 12 monthly basis.