

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016 – 2017 Supplementary Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ16-000041

Topic: Hearing Services

Hansard Page: Written

Senator Siewert, asked:

Is there a 'joint team' of Office of Hearing Services (OHS) and National Disability Insurance Agency that is co-located and working on the difficulties and challenges arising as hearing services are transitioned to the new arrangements?

- a) If yes, how do consumers contact this joint team to discuss issues and problems that appear to be falling in the gaps, such as delays in accessing services or delays in funding etc.?
- b) What phone number do people ring to discuss these kinds of strategic problems?
- c) What is the name of the person or the position that they should contact?
- d) If there is no such number or person, how do OHS/NDIA expect to be able to modify their programs in response to real time challenges?

Answer:

There is no co-located 'joint team' of Hearing Services (OHS) and National Disability Insurance Agency (the Agency). As part of the broader Commonwealth Program Transition project, the Agency and the Commonwealth Government meet regularly to address difficulties and challenges arising as Commonwealth programs, including hearing services, are transitioned to the new arrangements.

The Agency has also been working with an early childhood intervention (hearing loss) expert reference group to advice on the best available contemporary evidence to:

- inform NDIS early childhood intervention (hearing loss) policy and guidelines;
- assist in the development of guidance to improve the capacity of NDIS staff to understand and apply this evidence to access and planning decisions; and
- identify exemplar services and likely service gaps; and build effective relationships between the Agency and key providers of early childhood diagnosis and intervention for hearing loss in each state, to ensure a nationally consistent, evidence informed hearing loss strategy.

NDIS participants can contact the Agency on 1800 800 110 for assistance with their plans and supports.