

**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 SQ16-000053

**Topic** MyPlace Portal

**Hansard Page:** Written

**Senator Brown,** asked:

Have there been any instances of the MyPlace Portal inaccurately reflecting the services provided by different services providers? What steps are being taken to ensure the information presented to participants about service providers is accurate?

**Answer:**

Yes. Some provider registration details did not migrate accurately from the old National Disability Insurance Scheme (NDIS) ICT system to the new ICT system. The National Disability Insurance Agency has initiated a work stream dedicated to processing provider registrations. This work includes correcting the status of any provider registration details that did not migrate accurately from the old NDIS ICT system to the new ICT system.