

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 SQ16-000055

Topic: MyPlace Portal

Hansard Page: Written

Senator Brown, asked:

How many service providers were affected by the issues with the MyPlace Portal?

Answer:

For the period 1 July 2016 to 30 September 2016, approximately 2,335 service providers raised an issue relating to the *myplace* portal through the National Disability Insurance Agency's (the Agency) Contact Centre. The number is approximate as some providers did not provide identifying details when making contact with the Agency and these providers may have been counted more than once if they made multiple contacts.