

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 SQ16-000056

Topic: MyPlace Portal

Hansard Page: Written

Senator Brown, asked:

How many participants were affected by the issues with the MyPlace Portal?

Answer:

For the period 1 July to 30 September 2016, approximately 801 participants 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 participants did not provide identifying details when making contact with the Agency and these participants may have been counted more than once if they made multiple contacts.