

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 SQ16-000057

Topic: MyPlace Portal

Hansard Page: Written

Senator Brown, asked:

How many payments were delayed to either service providers or participants?

Answer:

The majority of payments made under the National Disability Insurance Scheme (NDIS) require a payment request (claim) to be submitted by a participant or provider. Once a payment request is successfully processed, the payment is transferred to the claimant within 48 hours (two business days).

NDIS service providers and self-managed participants experienced issues lodging payment requests in the *myplace* portal in the weeks following its introduction on 1 July 2016. However, service providers and participants did not experience any delays in receiving NDIS payments for which they had lodged successful requests.