

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 SB16-000059

Topic: Complaints

Hansard Page: Written

Senator Brown, asked:

How many complaints have been received by the agency since July 1, 2016?

Answer:

The National Disability Insurance Agency responded to this question on the day of the hearing (refer to page 55 of the Hansard).

Senator CAROL BROWN: How many complaints have been received by the agency regarding the myplace portal payment delays?

Mr Maynard: From 1 July to the end of August we received 2,044 complaints through the agency's central complaints team and our regional offices