

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 SQ16-000074

Topic: NDIS hotlines

Hansard Page: Written

Senator Brown, asked:

Are there any provisions being considered to provide extra support for local MPs or providers/participants in the form of a permanent hotline?

Answer:

The National Disability Insurance Agency (the Agency) established a dedicated helpline on 23 August 2016 for Members of Parliament and their staff to help with constituent and provider enquiries and complaints about the National Disability Insurance Scheme (NDIS).

Members of the public, participants and providers can call 1800 800 110 for assistance between 8.00am to 11.00pm. The Contact Centre is able to respond to general enquiries as well as provider enquiries. The Agency is continually working on increasing the capability of our Contact Centre staff to answer more enquiries at the first point of contact.

The hours of operation for the Contact Centre have been increased from a 5.00pm close to an 11.00pm close to enable providers a greater opportunity to access the Agency's assistance outside of normal business hours.