

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016 – 2017 Additional Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ17-000018

Topic: NDIS Call Centre

Hansard Page: Spoken 115

Senator Brown asked:

Topic: NDIS Call Centre

Senator Brown, “how long have they (the National Call Centre) been taking your calls?”

Mr Tidswell, “I am not sure. Someone else might be able to tell me when we started the national call centre.”

Mr Bowen, “we will take that on notice, but it has been at least 18 months.

Answer

The Department of Human Services commenced answering calls for the National Disability Insurance Scheme National Contact Centre on 31 August 2015.