

## JSC NDIS – Inquiry into the NDIS Quality and Safeguards Commission

### Public hearing, 20 May 2021, Canberra - Answers to questions on notice, Office of the Public Advocate, Victoria

CHAIR: Dr Pearce, just so we're clear, in relation to those 41 referrals, did they acknowledge that the referrals had been received or did you just hear nothing?

Dr Pearce: I'd need to take that on notice, but I don't believe there was an acknowledgment other than a thank you.

CHAIR: Thank you.

Senator CAROL BROWN: One of those complaints was completed? How far did that complaint go, Dr Pearce?

Dr Pearce: It was referred to the reportable incident team. That's all we know. We don't know any of the outcomes for any of the 41. In one case, we know it was referred to the reportable incident team.

#### OPA CV Abuse referrals to the NDIS Quality & Safeguarding Commission 2020 & 2021 FY to 20 May 2021

23/6/2020	21 CV referrals sent, 24/6/2020 NDIS Q & S C acknowledged receipt, 17/7/2020 NDIS advised action status eg referred to Complaints, treated as a Reportable Incident, Out of Scope etc, No outcomes provided to date
10/7/2020	4 CV referrals sent, 17/7 NDIS acknowledged, 17/7/2020 NDIS advised action status, No outcomes provided to date
16/7/2020	1 CV referral, 17/7 acknowledged & NDIS advised action status, No outcomes provided to date
26/7/2020	1 referral, 27/7/2020 acknowledged, 20/5/2021 NDIS advised action status, No outcomes provided to date
17/8/2020*	1 referral, 20/5/2021 NDIS advised action status, No outcomes provided to date
21/8/2020*	2 referrals, 20/5/2021 NDIS advised action status, No outcomes provided to date
28/8/2020*	1 referral, 20/5/2021 NDIS advised action status, No outcomes provided to date
18/9/2020*	2 referrals, 20/5/2021 NDIS advised action status, No outcomes provided to date
25/8/2020*	1 referral, 20/5/2021 NDIS advised action status, No outcomes provided to date
4/11/2020	1 referral, No acknowledgement, 20/5/2021 NDIS advised action status, No outcomes provided to date
4/1/2021	5 referrals, 6/1/2021 NDIS acknowledged receipt, 20/5/2021 NDIS advised action status, No outcomes provided to date
6/2/2021	1 referral, 8/2/2021 acknowledged, 20/5/2021 NDIS advised action status, No outcomes provided to date

2/3/2021 3 referrals, No acknowledgement, 20/5/2021 NDIS advised action status, No outcomes provided to date

9/4/2021 1 referral, 12/4 acknowledged 20/5/2021 NDIS advised action status, No outcomes provided to date

\*Current manager was on leave so OPA will need to cross-check this (please let me know if this is needed or if the current information suffices).

NDIS Quality and Safeguards Commission responded slowly at first, for example, 23/6/2020 took until 17/7/2020 to give any substantial information, then stopped except for some being acknowledged until 20/5/2021 (the day of the Committee Hearing). OPA is yet to receive anything about outcomes for any of the 45 referred to the NDIS Q&S Commission so far as documented here.