

Australian Government's response to the COVID-19 pandemic

Reference No: SQ20-000178

CANCELLATION CLAUSE

Hearing: 1 May 2020

Hansard Page: 11

Question:

Clients have had to cancel the service because of the Corona Virus with less than 10 days' notice. The Prime Minister declared a pandemic on the 27 February but the changes to the cancellation clause only came in on the 30 March 2020. How many cancellations were recorded by the NDIA between 27 February and 30 March 2020? And why was the cancellation clause not back dated?

Answer:

How many cancellations were recorded by the NDIA between 27 February and 30 March 2020?

Between 27 February 2020 and 30 March 2020, there were 41,789 cancellations requested. These cancellations represent a small proportion of payments to providers. In March 2020, payments for cancelled services represented 0.34 per cent of all payments made.

The National Disability Insurance Agency does not consider it to be in line with best regulatory practice to retrospectively impose rule changes on participants or providers.

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Reference No: SQ20-000179

ASSISTIVE TECHNOLOGY

Hearing: 30 April 2020

Hansard Page: 29

Question:

Can you clarify the situation what if someone gets an iPad to deal with remote medical services of care, whether or not that can retrospectively be claimed whether it's covered by the plan?

Answer:

Information about the Flexible Approach for low cost Assistive Technology items during the COVID-19 pandemic is available on the National Disability Insurance Scheme website: <https://www.ndis.gov.au/coronavirus/participants-coronavirus-covid-19/using-your-budget>