



PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME  
ANSWER TO QUESTION ON NOTICE

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Reference No: SQ17-000170

## RESPONSIVENESS

### Question

The Committee heard concerns that the Agency's communication and quality of service has been extremely poor at times in terms of its responsiveness to requests for information or plan reviews for example.

- a. What has caused these issues? What challenges has the Agency experienced?
- b. What steps has the Agency taken to address these concerns?
- c. Does the Agency still consider that a central email and phone line to be the best approach? Can you explain the rationale behind this decision?

A witness at one of the public hearings suggested they Agency implementing a phone system that provides the option to 'call you back when it's your place in the queue'.

- a. Have the Agency explored solutions to address the current issues around communication?

### Answer:

The National Disability Insurance Agency (NDIA) has recognised the participant experience during transition to full Scheme has not resulted in a consistently high standard to which the NDIA aspires. This has been borne out of challenges with both systems and processes combined with the overall challenge of building consistency, and a detailed understanding of all aspects of the National Disability Insurance Scheme (NDIS) and NDIA processes in a rapidly growing workforce

Since April 2017, the NDIA has been working individually and in workshops with more than 300 participants, providers and stakeholders to identify key areas of improvement and to gather ideas and suggestions from participants and their families about their preferred way to improve these issues. .

As a result, the NDIA is currently considering a range of strategies including alternate access pathways and localised strategies for some participants and prospective participants. This forms part of our commitment to continually improve the quality of interactions with the NDIS and the NDIA.

In relation to the query about centralised lines, the NDIA has provided intensive training to its call centre operators to increase the rate of first contact resolution where possible. This has also reduced the wait time to less than 1 minute by July this year. In addition, to provide an enhanced service, the contact centre opening hours were extended to 8.00am to 11.00pm.

The NDIA continues to explore opportunities to enhance our caller's experience when contacting our call centre. The NDIA continues to explore options to deliver an ever improving call centre experience for participants. This includes examination of the contact centre's staffing, processes and technology.