

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health

Joint Standing Committee on the National Disability Insurance Scheme

Question Number: 01

Question Subject: Access to the National Personal Protective Equipment stockpile

Type of Questions: Question in Writing, 24 April 2020

Questioner: The Members of the Joint Standing Committee on the National Disability Insurance Scheme

Question:

When NDIS providers seek to access PPE from the national stockpile through the email address (NDISCOVIDPPE@health.gov.au):

- *Is an acknowledgement email sent?*
- *Is a substantive response sent when a decision has been made?*
- *Are organisations notified if their request is denied? If so, how is the notification sent and when?*

Answer:

Department of Health provides the following response:

Is an acknowledgement email sent?

Yes. The acknowledgement email details eligibility for PPE distribution and provides a link to the PPE request online application form.

Is a substantive response sent when a decision has been made?

Yes. In all cases, the Department of Health assessor contacts the applicant to explain the eligibility criteria and decision applied to a PPE request. A follow up email is sent to the applicant with the decision.

Are organisations notified if their request is denied? If so, how is the notification sent and when?

Yes. When the Department of Health assessor contacts the applicant to explain the reason that a PPE request would be denied. A follow up email is sent to the applicant notifying them that their request was denied as it did not meet the eligibility criteria.