



Joint Standing Committee on the National Disability Insurance Scheme (NDIS)
Answer to Question on Notice

Implementation of measures related to COVID-19

Reference No: SQ20-000196

PERIODIC TRANSPORT PAYMENT

Hearing: 08 May 2020

Hansard Page: Written

Question:

Provide a fuller explanation about the failure of the periodic transport payment on 28 April, referenced in the Select Committee on COVID hearing on 30 April 2020. What are the details of the payment failure.

Answer:

The National Disability Insurance Scheme (NDIS) ICT system, run by Services Australia, is configured to process payments each Monday fortnight, with exceptions for national public holidays when the payments are processed on the following business day. This year, as ANZAC day fell on a Saturday, 27 April 2020 was only observed as a public holiday in the Australian Capital Territory and Western Australia, however 27 April 2020 was incorrectly recognised as a national public holiday.

When payments are approved in the NDIS system, a record is created with the due date as the next business day after a public holiday. In this instance, when the fortnightly periodic transport payments were automatically created in the NDIS system, the date generated was 28 April 2020 due to the incorrect entry of 27 April 2020 as a public holiday.

On 25 April 2020, at the request of the NDIA, Services Australia made a change to remove 27 April 2020 as a national public holiday and to ensure that scheduled payments to Providers would be processed as expected on 27 April 2020 as part of the fortnightly payment batch-job. However this change does not update the automatically generated date for periodic transport payments in participant records, which still reflected 28 April 2020. The fortnightly-payment batch-job ran on 27 April 2020 and included all payments that were due on that date or earlier.

On the evening of 29 April 2020, the payment batch-job which included the 28 April 2020 payments was re-run. The payments were verified as having been made on 29 April 2020.



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Reference No: SQ20-000197

UNITING NSW

Hearing: 08 May 2020

Hansard Page: Written

Question:

Has Uniting refused to commit to having a dedicated Aboriginal and Torres Strait Islander team?

Answer:

No, Uniting NSW have advised the National Disability Insurance Agency (NDIA) that they will employ a network of staff in the Hunter New England Service Area (HNE) that identify as Aboriginal and/or Torres Strait Islander. The role of these staff will be to connect with and service Aboriginal and Torres Strait Islander Participants who wish to be serviced by staff who identify as Aboriginal and Torres Strait Islander. These staff may participate in regular “Yarn ups” in the Local Area Coordination (LAC) Program and the wider Uniting organisation and can take part in the “Ngumba-Dal Annual Gathering” of all Uniting Indigenous Staff, currently representative of over 300 employees.

Uniting NSW plan to employ a greater number of staff who identify as Aboriginal and Torres Strait Islander in the HNE than have previously serviced the area, and are currently in the process of recruiting these staff.

Uniting NSW has a reconciliation action plan that includes:

- A target to employ at least 10 per cent of staff who identify as Aboriginal and Torres Strait Islander by 30 June 2020. The Uniting LAC Program currently employs 5.8 per cent staff who identify as Aboriginal and 0.7 per cent of staff who identify as Torres Strait Islander;
- All Uniting LAC Staff are required to attend a one day course on Aboriginal Cultural Awareness and importantly are provided ongoing opportunities to continue their learning and engagement with Aboriginal and Torres Strait Islander people & communities in which they service through-out their career; and
- The LAC Program offers external mentoring for all Staff who identify as Aboriginal and Torres Strait Islander.