



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme  
Written Question on Notice

---

Inquiry into ICT Systems

Reference No: SQ18-000350

**MYPLACE PORTAL**

Hearing: N/A

Hansard Page: N/A

**Question:**

What is the process to identify and prioritise Portal modifications and enhancements?

**Answer:**

Portal modifications and enhancements are identified through the following key sources:

- The Strategic Programs developed by the National Disability Insurance Agency (NDIA) to deliver the 2018-19 Corporate Plan initiatives.
- The technical foundation actions outlined in the *NDIA ICT Technology Strategy*.
- System enhancement requests raised by NDIA staff and partners.
- Suggested enhancements by participants and providers through Reference Groups that have been established by the NDIA.

The NDIA prioritises all portal modification and enhancement requests. Once prioritised the changes are directed to the Agency's Chief Information Officer for development.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme  
Written Question on Notice

---

**Inquiry into ICT Systems**

**Reference No:** SQ18-000351

**MYPLACE PORTAL**

**Hearing:** N/A

**Hansard Page:** N/A

**Question:**

In 2016, the PwC recommended to establish a control group of a representative sample of participants and providers to inform the NDIA on the operations of the MyPlace portal and to measure and track customer satisfaction for continuous improvement purposes. Has the Agency established such group?

**Answer:**

The National Disability Insurance Agency (NDIA) has significantly increased consultation with both participants, providers and peak industry bodies on all business led ICT change projects. This includes engaging with the NDIA's Participant Reference Group and members of the NDIA's Industry Reference Group on ICT related changes to understand pain points, prioritise solutions, design enhancements and test changes to the MyPlace portal.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme  
Written Question on Notice

---

Inquiry into ICT Systems

Reference No: SQ18-000352

**UNSUCCESSFUL PAYMENT CLAIMS DUE TO PORTAL ISSUES**

Hearing: N/A

Hansard Page: N/A

**Question:**

The committee regularly hears about the ongoing issue of unsuccessful payments to providers due to portal and ICT issues. For example, in October 2018, there was an average of 26,200 unsuccessful payments to service providers per week. The committee acknowledges that the Agency has established a national provider payment team to facilitate the payment of rejected claims. However, what is being done to fix this ongoing problem in the Portal?

**Answer:**

The vast majority of payment claims made by providers through the portal are processed successfully. The average success rate for Quarter 1 of 2018-19 was 91.9 per cent. Of these successful payments, 99.8 per cent were processed within five calendar days.

Over the past six months, the National Provider Payment Team (NPPT) has implemented a number of changes to enable a more efficient process for resolving payment issues. In October 2018, a further enhancement was made to the portal that now enables providers to expand sorting and filtering of service booking status, download reports containing the provider's service bookings, and control how frequently to receive information on service bookings needing further action. The work undertaken has improved payment processing times and reduction of payment backlogs.

Previously, a high percentage of payment issues related to service booking edits and amendments that could not be made by providers and participants in the portal. In July 2018, an enhancement was made to the portal that now enables providers to undertake this function themselves.

The NPPT has also developed a self-help guide available to assist providers through the payment claim process and hence reducing instances of payment claim error.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme  
Written Question on Notice

---

Inquiry into ICT Systems

Reference No: SQ18-000353

## IMPROVING COMMUNICATION WITH PARTICIPANTS AND PROVIDERS THROUGH PORTAL

Hearing: N/A

Hansard Page: N/A

**Question:**

Is the Agency considering introducing new functions in the portal that would enable participants and providers to be informed of the status of correspondence, quotes,

- In particular, is the Agency considering introducing a function to track the status of Assistive Technology applications?

**Answer:**

Through the revised participant pathway, the National Disability Insurance Agency (NDIA) has announced a range of improvements to the way it communicates with participants.

This includes a single key point of contact for participants, and a new relationship account management model for providers. These improvements will assist to ensure that participants are better informed about their pathway experience.

As part of this process, the NDIA is introducing improvements to the Assistive Technology (AT) process, including establishing reference groups to work directly with the NDIA's ICT team with the following objectives:

- (1) for participants wanting to use the portal, define what the participant portal should be going forward; and
- (2) for participants who do not want to use the portal, understand what the alternative communication methods should be.

A centralised AT and Home Modification (ATHM) team has also been established to help remediate individual issues, identify and address any common barriers leading to delay, and design and implement further process improvements, including for more complex ATHM needs.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme  
Written Question on Notice

---

**Inquiry into ICT Systems**

**Reference No:** SQ18-000355

**PROVIDER FINDER TOOL**

**Hearing:** n/a

**Hansard Page:** n/a

**Question:**

What is the process to keep up-to-date information about service providers in the Provider Finder Tool? For example, contact details, types of services offered, and availability or not for the provider to take on new clients.

**Answer:**

The National Disability Insurance Agency (NDIA) ensures that providers have the ability to update information relating to their business operations without requiring manual intervention by the NDIA. This enables providers to self-serve and update information relating to contact details or appointment availability online.

The process for National Disability Insurance Scheme (NDIS) providers registered in New South Wales and South Australia to update their details in the Provider Finder tool is managed via the NDIS Quality and Safeguards Commission portal.

Providers in all other states and territories are able to update their details via the NDIS myplace provider portal. This process remains in place until providers in these states and territories transition to the NDIS Quality and Safeguards Commission.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme  
Written Question on Notice

---

**Inquiry into ICT Systems**

**Reference No:** SQ18-000356

**PROVIDER FINDER TOOL**

**Hearing:** N/A

**Hansard Page:** N/A

**Question:**

What is planned to enhance the Provider Finder Tool?

**Answer:**

A number of enhancements have been made to the Provider Finder tool during 2018. These include improved filtering and search functionality, extended search radius capability, and a simplified interface for participants to use when looking for services. These changes have made it easier for participants and providers to connect according to the participant's needs and the provider's profile.

By the end of 2018, further improvements will be added to the Provider Finder tool in the form of a more intuitive and usable map function. The new map functionality will provide enhanced information about the provider's location as well as providing journey and transport options to participants.

A new web version of the registered provider list with enhanced functionality for visitors to more easily search and find a list of registered providers is expected to be available on the National Disability Insurance Scheme website in early 2019.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme  
Written Question on Notice

---

Inquiry into ICT Systems

Reference No: SQ18-000357

**USER EXPERIENCE AND USER INTERFACE DESIGN REVIEW**

Hearing: N/A

Hansard Page: N/A

**Question:**

When will the review be completed?

**Answer:**

The User Experience and User Interface Strategic Review will be formally completed in early 2019.



Parliamentary Joint Standing Committee on the National Disability Insurance Scheme  
Written Question on Notice

---

**Inquiry into ICT Systems**

**Reference No:** SQ18-000360

**NADIA PROGRAM**

**Hearing:** N/A

**Hansard Page:** N/A

**Question:**

- 1) What is the status of the development of Nadia?
- 2) Is there a release date for Nadia?
- 3) How will Nadia be used, especially in relation to assisting participants to navigate the market?

**Answer:**

- 1) Nadia has been temporarily postponed for two reasons. Firstly, to allow the completion of the Pathways strategic program which will redefine key processes of the National Disability Insurance Scheme. Once these have been defined, Nadia can be updated with relevant processes. Secondly, the technology underpinning speech recognition is still maturing. The National Disability Insurance Agency is meeting regularly with key vendors to monitor progress. It is essential that all participants as well as other members of the public are able to easily and successfully interact with Nadia.
- 2) The release of Nadia is predicated by the maturity of the technology, progress on this is reviewed regularly.
- 3) How Nadia will be used to maximise its effectiveness is dependent on the outcomes of the Pathways strategic program which is yet to complete.





Parliamentary Joint Standing Committee on the National Disability Insurance Scheme  
Written Question on Notice

---

Inquiry into ICT Systems

Reference No: SQ18-000361

**INNOVATION**

Hearing: N/A

Hansard Page: N/A

**Question:**

The committee noted the current trial by Data61 and CBA, which is exploring the potential for blockchain technology to create programmable money through a case study of the NDIS. What is the Agency's involvement in the project?

**Answer:**

The NDIA was represented on the external reference group for this project, which also included stakeholders from the Department of Human Services, the Department of Social Services, the Reserve Bank of Australia and the Treasury, among others. The role of the reference group was only to provide feedback and advice on the proof of concept.