



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

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Implementation of measures related to COVID-19

Reference No: SQ20-000170

## EXTENSION OF PLANS FOR PARTICIPANTS

Hearing: 17 April 2020

**Question:**

With regard to the extension of plans for participants for up to 24 months, how many plans have been extended in that way.

**Answer:**

From 27 March to 30 April 2020, 12,930 plans have been auto extended.

Of these:

- 6,503 have been extended for one year or until a plan review is undertaken.
- 6,427 have been extended between one and two years. This is a result of plans being manually extended by a planner and then an automatic extension applied.
- No plans have had a total extension period of more than two years.

The NDIA Business System (CRM) identifies plans which are due to expire on a daily basis and applies an automated extension of the plan for 365 days. The intention of the System extension is to give participants continued access to funded supports until a plan review is undertaken. It does not replace the requirement for a plan review to occur.



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Reference No: SQ20-000171

## TURNOVER RATE FOR NDIA STAFF

Hearing: 17 April 2020

**Question:**

Provide the turnover rate for National Disability Insurance Agency staff over the last 12 months.

**Answer:**

From 1 July 2019 to 28 April 2020, the National Disability Insurance Agency had an annualised separation rate of 9.89 per cent.

The Australian Public Service Commission defines separations as the number of ongoing employees who left the Australian Public Service during a period (voluntarily and non-voluntarily) and is measured as a percentage of the total average headcount (ongoing) for a period.



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**Reference No:** SQ20-000172

**NDIA PARTICIPANTS CLAIM THE COST OF DELIVERY**

**Hearing:** 17 April 2020

**Question:**

With regard to priority shopping, can NDIA participants claim the cost of delivery on their plans.

**Answer:**

If a participant was unable to do their own shopping because of their disability before the coronavirus (COVID-19) pandemic, and their situation is the same now, then delivery fees may be claimable through their National Disability Insurance Scheme (NDIS) plan. Participants can refer to the checklist in the 'Using your NDIS plan' Booklet on page 9 to learn more. If participants have questions they can also talk to their Local Area Coordinator, Planner or Support Coordinator.



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Reference No: SQ20-000173

## VULNERABLE PARTICIPANT PHONE CALLS

Hearing: 17 April 2020

**Question:**

Of the phone calls made to vulnerable participants to date, how many have resulted in light touch reviews.

**Answer:**

As at 4 May 2020, the National Disability Insurance Agency has attempted 23,908 proactive, outbound calls to vulnerable participants. Of these, 19,689 calls have been completed with 4,219 calls unsuccessful.

From 21 March to 4 May 2020, 110 plan amendments, including light touch reviews, have been made as a result of outbound vulnerable participant calls and inbound calls to the National Contact Centre using the COVID-19 specific option. Other section 48 Participant Requested Reviews have continued through this period via normal channels, including from calls to the National Contact Centre.



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Reference No: SQ20-000174

**BREAKDOWN OF THE NUMBER OF VULNERABLE PARTICIPANT  
PHONE CALLS AND IDENTIFIED COHORT**

Hearing: 17 April 2020

**Question:**

With regard to the phone calls being made to the 62,000 vulnerable participants, provide a breakdown of the number in each identified cohort.

The National Disability Insurance Agency identified 62,188 participants as vulnerable where they have a recognised need for high levels of Core Daily Supports or reside in Supported Independent Living (SIL) or an Aged Care facility:

- Core Supports (high) 35,021
- SIL 21,881
- Aged Care Facility 5,286

A further breakdown of risk factors for these Participants is outlined below: It should be noted that a participant may experience more than one risk factor identified below:

<b>Risk factor</b>	<b>No.</b>
Streamed 'super-intensive' or already in the Complex Pathway	2,144
Receiving Disability Related Health Supports (incl. Community Nursing, AT for Personal Care/Safety, Diet Management)	31,256
Receiving Behavioural Supports	9,671
Over 55 years &/or have Aged Carers	19,512
In remote Indigenous communities	3,278
Living in vulnerable Housing (i.e. hostels)	537



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Reference No: SQ20-000175

**BRIEFING ON MANAGEMENT AND OPERATIONAL PLAN FOR  
COVID-19**

Hearing: 17 April 2020

**Question:**

On how many occasions were NDIA and NDIS Quality and Safeguards Commission personnel briefed on the Management and Operational Plan for COVID-19 for People with Disability (the Plan)? Could dates and attendees of briefings be provided?

**Answer:**

The National Disability Insurance Agency (NDIA) is represented on the Advisory Committee for the Management and Operational Plan for COVID-19 for People with Disability (the Plan) by the Branch Manager, Mainstream Interface Policy Branch.

The Advisory Committee met on:

- 3 April, 6 April and 14 April 2020 prior to the release of the Plan; and
- 17 April and 21 April 2020 following the release of the Plan.



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Reference No: SQ20-000176

**NDIA AND NDIS QUALITY AND SAFEGUARDS COMMISSION  
IMPLEMENTATION PLAN**

Hearing: 17 April 2020

**Question:**

What steps have been taken by the NDIA and NDIS Quality and Safeguards Commission to implement the Plan? If timeframes for implementation have been set, can details be provided to the Committee?

The National Disability Insurance Agency (NDIA) is supporting the Department of Health led implementation of the Management and Operational Plan for People with Disability (the Plan). The Department of Health has overall responsibility for implementation of the Plan – including coordination of time frames.

The Plan focuses on broad clinical, public health and communication actions which will benefit all Australians including people with disability, as well as targeted action specific to people with disability.

For further information on the plan please refer to the Department of Health's website: <https://www.health.gov.au/resources/publications/management-and-operational-plan-for-people-with-disability>

Implementation of actions in the Plan specific to the National Disability Insurance Scheme (NDIS) participants are as follows:

- Direct outreach to 62,188 high-risk NDIS participants, including people with complex support needs and underlying health issues, or where the nature of their disability, age, cultural profile or living environment may exacerbate risks associated with infection. The outreach aims to ensure that participants continue to receive the essential supports they need.
- Providing information and guidance to participants, carers and providers in accessible formats, regarding social distancing, appropriate use of Personal Protective Equipment, maintaining critical supports and other frequently asked questions.
- Providing information for participants about maintaining critical supports, including where informal supports may no longer be available.
- Providing financial assistance to providers to ensure continuity of supports.

The NDIA is making direct contact with providers via email and is releasing COVID-19 sector updates on a regular basis through the myplace provider portal.



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**Reference No:** SQ20-000177

**ADVISORY COMMITTEE MEMBERS**

**Hearing:** 23 April 2020

**Question:**

Was the NDIA involved in the selection of the members of the Advisory Committee? If so, on what basis were members of the Committee appointed? For example, how was PWDA selected to as the sole disability representative and why wasn't NDS included on the Committee?

**Answer:**

No. The Advisory Committee is convened by the Department of Health.