

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2017-18 Supplementary Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ17-000200

Topic: Ability to review draft plans in the portal

Hansard Page: Page 44 (25 October 2017)

Senator Brown asked:

Senator CAROL BROWN: So they can have the conversation and won't be aware whether what's taken away is actually what they think is going to be in the plan. This has been an issue that's been ongoing for along time.

Ms Campbell: The witnesses have talked about technology upgrades to allow people to be able to see the draft plans, and that they're working through that, listening to what participants have said to make those adjustments so that the participant will have access to the draft plan.

Senator SIEWERT: When?

Mr De Luca: We announced last week the pathway and now we're going through testing and piloting.

Senator CAROL BROWN: Whether it's only going to be through these pilots was the question, I think, Senator Siewert asked.

Mr De Luca: Can we convert the question on notice to the timing of when that will be available in the system?

Senator SIEWERT: Across not just the pilot—

Senator SIEWERT: No, not the actual plan, access on the system in draft, yes.

Answer:

The initial pilot of the revised pathway will see a new style of planning meeting being tested between a participant, Local Area Coordinator (LAC) and National Disability Insurance Agency (NDIA) planner. The pilot will include enabling participants to see a working draft version of their plan as it is being developed and have the opportunity to ask questions and provide feedback during the planning meeting. This is to allow for any queries to be discussed and addressed before the plan is finalised. The initial pilot will commence in mid-December 2017, with early communications and training for LACs and NDIA planners, followed by the new face-to-face planning approach commencing in late January 2018. Piloting new aspects of the pathway will allow the NDIA to measure the impact of key improvements with different groups of participants and partners, understand areas where improvements are needed and refine tools prior to rolling them out across the country.