

Question on notice no. 12

Portfolio question number: NDIA SQ21-000177

2021-22 Supplementary Budget Estimates

Community Affairs Committee, Social Services Portfolio

Senator Jordon Steele-John: asked the National Disability Insurance Agency on 3 November 2021—

(17. From 1 July 2020 to 30 June 2021 (broken down by quarters) :

- a. On average, how many days did it take for NDIS eligibility/access to be approved for patients in hospital (i.e., days between ARF submitted and NDIS eligibility approved)
- b. On average, how many days did it take for NDIS plan approval for people in hospital (i.e. days between planning meeting and plan approval) in the last year?
- c. On average, how many days did it take for an NDIS plan review to be approved for people in hospital (i.e. days between plan review submitted and plan review approved) in the last year?

Answer —

Please see the attached answer.

Senate Community Affairs Legislation Committee
Supplementary Budget Estimates – 28 October 2021
ANSWER TO QUESTION ON NOTICE
Social Services Portfolio
National Disability Insurance Agency

Topic: NDIS participants in Hospital

Question reference number: NDIA SQ21-000177

Outcome Number: 3

Senator: Jordan Steele-John

Type of Question: Written

Date set by the Committee for the return of answer: 16 December 2021

Question:

From 1 July 2020 to 30 June 2021 (broken down by quarters):

- a. On average, how many days did it take for NDIS eligibility/access to be approved for patients in hospital (i.e., days between ARF submitted and NDIS eligibility approved)
- b. On average, how many days did it take for NDIS plan approval for people in hospital (i.e. days between planning meeting and plan approval) in the last year?
- c. On average, how many days did it take for an NDIS plan review to be approved for people in hospital (i.e. days between plan review submitted and plan review approved) in the last year?

Answer:

The table below shows the median and average processing timeframes for participants in hospital in each quarter in 2020-21.

	Quarter ending			
	Sep-20	Dec-20	Mar-21	Jun-21
a. Average days to approve access	11	11	14	12
Median days to approve access	6	3	3	2
b. Average days to approve a first plan	53	58	57	48
Median days to approve a first plan	42	46	47	40
c. Average days to approve plan review	29	31	33	35
Median days to approve plan review	16	16	18	15