

With reference to the National Disability Insurance Agency (NDIA):

- What is the total amount billed by external legal service providers to provide advice and support to the NDIA in relation to the application made in relation to Liam Danher's NDIS supports at the Administrative Appeals Tribunal.
- What is the total overall amount that the NDIA and the Department of Social Services has spent on legal advice and services relating to Liam Danher, including the review of Liam Danher conducted by the NDIA. Could an itemisation of these costs be provided.
- Could the following table be completed with regards to appeals of NDIS decisions made at the NDIS division of the Administrative Appeals Tribunal (AAT):

Year/month	No. of AAT appeals lodged	No. of AAT appeals on hand	% varied, affirmed, set aside, withdrawn	Max, med, av no. of days appeal at AAT	No. of appeals for which NDIA engaged a private law firm	No. appeals settled before hearing	Av. \$ plan increased by if settled	Amount spent on external legal services	Number of vacancies in NDIS legal services branch
2015/16									
2016/17									
2017/18									
2018/19									
2019/20									
July 2020									
Aug 2020									
Sept 2020									
Oct 2020									
Nov 2020									
Dec 2020									
Jan 2021									
Feb 2021									
March 2021									
April 2021									
May 2021									
June 2021									
July 2021									
Aug 2021									
Sept 2021									

- Could the following table be completed with regards to SES staff at the NDIA for each quarter from 2013-2021:

Quarter	Branch/division of NDIA	Total no. personnel	No. of vacancies	No. of positions advertised	No. non-direct employees	Attrition rate	3 most common reasons for vacancy created

- Could the following table be completed with regards to non-SES staff at the NDIA for each quarter from 2013-2021:

[illegible]

- How many NDIS participants are under the care of state and territory public guardians. Could this data be provided for each quarter from 2013.
- Of the total number of SDA-funded participants, how many have recorded 'living alone' or living in a single-person dwelling in their goals.
- Of the total number of SDA-funded participants, how many have recorded 'living with family' or living in a multi-bedroom dwelling in their goals.
- How many SDA-funded NDIS participants are currently funded to live in a 2+ bedroom dwelling that houses family or enables a carer to stay overnight.
- As of September 2021, how much in total is allocated in NDIS plans for SDA. Could a breakdown be provided by state and by federal electorate.
- As of September 2021, how much in total has been utilised in NDIS plans for SDA support. Could a breakdown be provided by state and by federal electorate.
- As of September 2021 how many available SDA dwellings or places in dwellings are currently vacant. Could a breakdown be provided by state and by federal electorate.
- Could the following table be completed for each primary disability type on the NDIS for each quarter from 2013:

[illegible]

- How may NDIS plans have seen a reduction in the total amount of funding allocated at participants' last plan review. Could a breakdown be provided by primary disability type, state and territory, and federal electoral division.
- On average, how much in dollars (\$) have NDIS plans been reduced by at participants' most recent plan review.
- Of the NDIS plans reduced at participants' most recent plan review, how many have been subject to a s100 internal review request.
- Of the NDIS plans reduced at participants' most recent plan review, how many have been subject to a s100 internal review request that has affirmed the plan review decision.
- Of the NDIS plans reduced at participants' most recent plan review, how many have been subject to a s100 internal review request that has changed the plan review decision by increasing the total amount of funding.
- Of the NDIS plans reduced at participants' most recent plan review, how many have been subject to an external review appeal to the Administrative Appeals Tribunal (AAT).
- Of the NDIS plans reduced at participants' most recent plan review, how many have been subject to an AAT appeal that has affirmed the plan review decision.
- Of the NDIS plans reduced at participants' most recent plan review, how many have been subject to an AAT appeal that has changed the plan review decision by increasing the total amount of funding.
- Of the NDIS plans reduced at participants' most recent plan review, how many have been subject to complaint made to the NDIA or another government body.
- Of the 10% of NDIS plans which have been reduced at participants' most recent plan review by the greatest amount, what is the average figure in dollars (\$) the plans have been reduced by.
- Could a breakdown be provided of the 10% of NDIS plans which have been reduced at the participants' most recent plan review by the greatest amount, according to primary disability type, federal electoral division, rate of s100 appeal and rate of external review (AAT appeal).
- How many NDIS participants have recorded a disability type of Glioma in each state and territory and each federal electoral division.
- With reference to NDIS participants that have recorded a disability type of Glioma:
 - What is the average plan size.
 - What is the average plan utilisation.
 - What is the average number of days between a first access request (if more than one is made before becoming a participant) and when the participant first receives supports.
 - What is the maximum number of days between a first access request and when the participant first receives supports. If maximum cannot be provided, can the average be provided for the 10% highest number of days taken.
 - Of the participants with terminal Glioma, what is the maximum number of days between participants first access request and exiting the scheme.
 - Of the participants with terminal Glioma, what is the maximum number of days between a first access request and exiting the scheme due to death. If maximum cannot be provided, can the average be provided for the 10% highest number of days taken.
- Could a summary be provided of NDIS participants with life-limiting disability, including disability type, average number of days on the scheme, and state/territory and federal electoral division.
- With regard to NDIS participants that have recorded a life-limiting disability:
 - What is the average plan size.
 - What is the average plan utilisation.
 - What is the average number of days between a first access request and when the participant first receives supports.
 - What is the maximum number of days between a first access request and the commencement of the first plan. If maximum cannot be provided, can the average be provided for the 10% highest number of days taken.

- What is the average number of days between participants first access request and exiting the scheme due to death.
- In the last 12 months, how many NDIS participants from each disability type died in each state and territory and federal electoral division:
 - In the time between the first access request and when the participant first received support.
 - In the time between the request for a s48 plan review and the new plan being issued.
 - In the time between the request for a s48 plan review and a subsequent s100 decision.
 - In the time between the request for a s48 plan review and a subsequent AAT decision.
- Could a staffing profile be provided for the NDIA bereavement team.
- Of the families of NDIS participants who have died in the last 12 months, how many have been contacted by the NDIA bereavement team. Please provide a breakdown according to disability type, state and territory and federal electoral division.
- How many NDIS participants have items relating to employment recorded in their goals.
- How many NDIS participants have supports in their plans that enable them to work in open employment.
- How many NDIS participants have supports in their plans that enable them to work full time.
- How many NDIS participants have supports in their plans that enable them to work full time in open employment.
- How many NDIS participants have supports in their plans that enable them to work part-time.
- How many NDIS participants have supports in their plans that enable them to work part-time in open employment.
- How many NDIS participants have supports in their plans that enable them to work as a volunteer.
- Could a profile be provided for the NDIA Fraud and Compliance Branch specific to the fraud unit and its work including:
 - Number of staff
 - Number of SES staff
 - Number of labour hire/contract staff
 - Number of staff with police or similar experience
 - Number of vacant positions
 - Number of position currently advertised
 - Number of currently open fraud investigations total
 - Number of open fraud investigations per investigator
 - Source of open fraud investigations – e.g fraud hotline
 - Average, median and maximum number of days between first information about fraud and case closure
 - Breakdown of outcomes for each fraud tipoff or information about fraud received in each quarter over the last two years, including if no resolution has been made
 - Total number of NDIS service providers or individuals with multiple fraud tipoffs/information relayed
 - Breakdown of outcomes of NDIS service providers or individuals subject to multiple fraud tipoffs/information relayed over the last 24 months
 - Total operational cost of the fraud team
- Of the total number of FOI requests received by the NDIA in the last 12 months, how many disclosures or non-disclosure notifications have been made 30 days or more after the request was originally received.
- In September 2020, many Freedom of Information Officers were employed in the NDIA's Markets, Government and Engagement Group.
- In September 2021, many Freedom of Information Officers were employed in the NDIA's Markets, Government and Engagement Group.
- Could a breakdown be provided of the types of FOI requests received by the NDIA – e.g relating to policy or relating to individual participants.
- With reference to response to Question on Notice DSS SQ21-000601, could an itemisation of spending within each program be provided for each year from 2013-2021.
- How many times has there been unauthorised access to personal data held by the NDIA and the NQSC.
 - Have the people whose data was accessed been told in each instance.

- How many data breaches have been reported to the Office of the Australian Information Commissioner in 2019-20 and 2020-21.
 - What was the nature of the breaches.
 - How many people were impacted.
 - What action has been taken to stop it happening again.
- Could information be provided about travel budgets for each NDIA branch, including:
 - annual travel budgets for each financial year from 2013-2021
 - actual spending on travel for each financial year from 2013-2021 with an itemisation of travel costs including airline lounge membership and other costs
 - use of unspent travel budgets during 2020-21 covid-19 travel restrictions and border closures
- With respect to NDIS online services and information, how much in total has been spent on accessibility measures. Please provide a breakdown of digital accessibility costs for each financial year from 2013-2021 including any relevant Contract Notices published on Austender.
- With respect to NDIS services and information not online, how much in total has been spent on accessibility measures and support. Please provide a breakdown of non-digital accessibility costs for each financial year from 2013-2021 including any relevant Contract Notices published on Austender.
- With respect to s100 requests for an internal review of an NDIS decision in each quarter from 2013-2021, in each Federal electoral division:
 - What is the average number of days between lodgement of the request and an internal review decision.
 - What is the maximum number of days between lodgement of the request and an internal review decision.
 - What is the median number of days between lodgement of the request and an internal review decision.
- With respect to NDIS access requests in each quarter from 2013-2021, in each Federal electoral division:
 - What is the average number of days between lodgement of the request and an access decision.
 - What is the maximum number of days between lodgement of the request and an access decision.
 - What is the median number of days between lodgement of the request and an access decision.
- With respect to s48 review requests made in each quarter from 2013-2021, in each federal electoral division:
 - What is the average number of days between lodgement of the request and a decision.
 - What is the maximum number of days between lodgement of the request and a decision.
 - What is the median number of days between lodgement of the request and a decision.
- With respect to the NDIS Members and Senators Contact Officer (MaSCO) service, now part of the Internal Reviews & Complaints Branch, for each quarter from 2013-2021:
 - How many FTE staff are allocated to the team.
 - How many referrals are received from Members and Senators offices on behalf of constituents.
 - How many referrals are resolved each week.
 - What is the average number of days taken to close a referral.
 - Please provide a breakdown according to each Member or Senator's office.
- With respect to the NDIS Members and Senators Contact Officer (MaSCO) service, now part of the Internal Reviews & Complaints Branch, for each quarter from 2013-2021, how many referrals satisfied each of the following criteria:
 - An acknowledgment within one day
 - Contact with the complainant within two days
 - An update within 48 hours, if the referral/complaint classified as high or extreme risk
 - Weekly updates until closed
 - Closed within 21 days
 - A final summary when the referral/complaint is closed.