

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015 - 2016 Additional Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ16-000021

Topic: Equipment requests - request/quotation timeframes

Hansard Page: Written

Senator Carr asked:

What will be the anticipated length of time between equipment request/quotation and approval?

Answer:

The time between equipment request/quotation and approval is generally between one and two weeks. In some circumstances, such as for complex or high cost equipment or if additional information is required, the time taken can be longer. Trialling of equipment options or where the equipment solution is a highly customised individualised option are common situations where usual timeframes can be extended. In all circumstances the National Disability Insurance Agency (NDIA) aims to minimise the time taken to approve equipment requests.

Participants with urgent equipment needs are considered a priority, for example participants who have compromised safety. In these circumstances, the NDIA will work together with the equipment provider and prescribers to facilitate the process and if necessary, equipment prescription will be done simultaneously with the planning process.