

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

**Outcome:** National Disability Insurance Agency

**Question No:** NDIA SQ15-000072

**Topic:** Lessons from Hunter Trial

**Hansard Page:** Written

**Senator Moore** asked:

How have lessons from the New South Wales trial been taken into account for the rollout in the Western Sydney area? Please provide examples.

**Answer:**

Lessons learned from the Hunter trial site are collected and recorded through internal mechanisms – in turn, this informs ongoing practice. Information is shared through governance arrangements within the National Disability Insurance Agency (NDIA) and externally with the New South Wales (NSW) Government. There is ongoing and regular contact between managers of the Hunter trial site and the Nepean Blue Mountains (NBM) site to support the start-up of operations at NBM.

In applying the lessons learned from the Hunter and other trial sites to the NBM:

- Data collection from the NSW Government has been enhanced to request more specific and detailed information about services people are currently receiving. It is expected that provision of the more detailed information will expedite access determinations and planning;
- The National Access Team (NAT) has been established and commenced operation on 1 June 2015. The NAT is a centralised approach to determining access to the Scheme, based on learning from all trial sites. The NBM site will have all access determinations undertaken by the NAT as part of the initial trialling of the centralised access process;
- Information Linkages and Capacity and NDIA readiness activities will be done by Community Connectors in the NBM site.