

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Supplementary Estimates Hearings

Outcome Number: 5

Question No: 342

Topic: Rollout at launch sites

Hansard Page: Written

Senator Moore asked:

"Can you please provide the latest data on waiting times? What is the average waiting time for an appointment? What is the average waiting time to finalise plans? What is the average waiting time to get services? What is the average waiting time to receive housing support?"

Answer:

What is the average waiting time for an appointment?

Individuals are contacted by the National Disability Insurance Agency (NDIA) when they are due to be phased into the National Disability Insurance Scheme (NDIS) in accordance with the bilateral agreement. Following the first appointment, the NDIA will then make times for subsequent appointments to ensure plans are able to be completed in a timely manner and that takes into account the preferences of the individual. If the person is new to the NDIS, the rules require them to have plans facilitated as soon as reasonably practical.

What is the average waiting time to finalise plans?

As indicated there is not a waiting time. The time elapsed from submitting an access request form to when a plan is approved is currently averaging 48.7 calendar days.

What is the average waiting time to get services?

The large majority of entrants are transitioning in existing programs. Disability support programs currently being accessed by individuals will continue unless the individual decides to change their arrangements. Where an individual requires additional supports the availability of these will differ depending on the site and the local market.

What is the average waiting time to receive housing support?

Access to housing is not the responsibility of the NDIA. If a person is seeking to change their housing arrangements, they will have in their plans, the types of supports they can access should different housing arrangements be achieved.