

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016 – 2017 Supplementary Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ16-000062

Topic: MyPlace Portal

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Senator Brown, asked:

So, you are telling the committee that throughout this issue the self-managed participants still had a confidence rating of 95 per cent? How many people are we talking about?

Answer:

For the period 1 July to 30 September 2016, the average claim success rate for self-managed participants was 97.3 per cent. During this period, 4,963 self-managed participants submitted claims through the National Disability Insurance Scheme ICT system.

The National Disability Insurance Agency notes that the question on notice refers to confidence rates for self-managed participants. However, given the context of the conversation during which the question was asked, we consider the question meant to refer to claim success rates for self-managed participants.