

**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 SQ16-000077

**Topic:** Communication with Providers

**Hansard Page:** Spoken Page 55

**Senator Brown,** asked:

Senator BROWN: I am trying to get an understanding of how much time the providers had to spend with you.

Ms Hogg: I could not give you an average, but if you want me to get an average for you and bring that back I am happy to do that.

**Answer:**

On average providers spent one hour with the National Disability Insurance Agency (the Agency), during which the Agency assisted them to enter data into the bulk upload file format. This included the Agency spending time to teach the provider how to do a bulk upload so that in future providers would have the ongoing capacity to make these claims themselves.