



Standing Committee on Education and Community Inclusion

Inquiry into Annual and Financial Reports 2022-2023 **ANSWER TO QUESTION TAKEN ON NOTICE**

Asked by Mr Michael Pettersson MLA on 21 November 2023: Mr Stathis took on notice the following question(s):

Reference: Hansard uncorrected proof transcript 21 November 2023 [PAGES 5-6]

In relation to: Integrated Services Response Program

THE CHAIR: Is there some measure or data collected of what maybe an average wait time would be?

Mr Stathis: I will take that on notice.

Ms Davidson: As I was saying, though, because it is a relatively small number of people but with very complex and intense needs, an average might not actually give you a full picture of the range of how long it takes to support someone through that program. The other thing too is that ISRP is not intended to replace individual advocacy services. That is why services like ADACAS and Advocacy for Inclusion received some additional funding in the budget before last, in recognition of the fact that the NDIS is very difficult for people to navigate, and some people do need some advocacy services. They may not necessarily have the complexity required for ISRP, but they still need help to navigate through all that.

THE CHAIR: That is entirely legitimate. I am curious, though, for that timeframe to get the assessment. I get the response to that might vary.

Mr Stathis: Yes. I have got some more information on that. All our assessments are actioned within 14 days, so we will make an assessment within 14 days. Typically, we provide a response within two to three days.

THE CHAIR: Okay.

MS LAWDER: You are saying there has never been a case where it has gone more than 14 days?

Mr Stathis: We will make an assessment in that time. It may then take longer for us to put services and supports in place, because as the minister said—

MS LAWDER: Sorry, what was the 14 days that you just referred to?

Mr Stathis: We will look at the referral and make an assessment on need, and then we will start working towards actioning that, depending on what our other caseload is, and, as I said, based on need of the particular person in crisis.

MS LAWDER: There has never been a case where the assessment has taken longer than 14 days?

Mr Stathis: I would need to find that out.

Ms Wood: I do not think we could say there has never been a case where the assessment took longer. As the minister said, the program has recently had some additional investment, so it was smaller, and it has some additional resources. I think historically we could not necessarily say there has never been a case, but that is what we aim for to work through as quickly as we can.

MS LAWDER: Perhaps you could provide some data on that.

Ms Wood: We can provide some data over the last 12 months. The program has existed for some time. I do not think we could go all the way back, but we can certainly provide some data on that 14-day period.

THE CHAIR: The 14-day period would be good. Also, I know an average is an imperfect measure, but if you could also include an average, that would be good too.

Ms Emma Davidson MLA: The answer to the Member's question is as follows:–

For the 2022-23 financial year, the average time taken to assess a referral to the Integrated Services Response Program was 3 business days. No assessment timeframes exceeded 14 days over this period.

Approved for circulation to the Standing Committee on Education and Community Inclusion

Signature: 

Date: 28/11/23

By the Minister for Disability, Ms Emma Davidson MLA