



Senator Marielle Smith
Chair
Senate Community Affairs Legislation Committee
Via email: Community.Affairs.Sen@aph.gov.au

Dear Senator Smith

**Correction of evidence given at 2024–25 Budget Estimates hearing on
3 June 2024.**

I am writing to correct evidence I provided to the Community Affairs Legislation Committee during its examination of the National Disability Insurance Agency on 3 June 2024, and advise of an incorrect transcription of my statement, contained in the proof Hansard.

I refer to the below extract from page 109 of the transcript which I would like to correct:

Senator REYNOLDS: *And numbers, because I remember last time there was some delay, and I think the budget papers talked about that impacting on figures as well. There had been a delay, system related—I don't know whether it's processing, staffing or whatever—in processing a number of new claims and variations.*

Mr McNaughton: *We have some limited data for our performance against the participant service guarantee. That was published in the quarterly. I just need to qualify that a little bit. As we've moved to our new pay system we've had to reset a lot of our milestone data capture. This is our first iteration of that in a new system, but you can see there that access was at 48 per cent against the performance target. Do you want me to go through all those, Senator?*

Senator REYNOLDS: *No. What page is that, if that's in the third quarterly report?*



Mr McNaughton: *Page 28. That's got our performance of the PSG times.*

Senator REYNOLDS: *So 48 per cent of access requests are meeting the acceptable timeframes?*

Mr McNaughton: *That's correct—against the 21 days.*

I wish to correct the evidence I provided and advise, as at 31 March 2023, access was at 49% against the 21 day performance target contained in the Participant Service Guarantee – not 48%.

I also wish to advise of an incorrect transcription of my response to Senator Reynolds, contained in the published transcript, which refers to the 'pay system'. The correct transcription is as follows: *"As we've moved to our new PACE system we've had to reset a lot of our milestone data capture"*

Yours sincerely

Scott McNaughton

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