



Senate Community Affairs Legislation Committee
Budget Estimates 2024–25
Monday, 3 June 2024
Daily summary

The committee met from 9.00 am until 10.32 pm.

The Committee called the following agencies of the Social Services Portfolio:

- National Disability Insurance Agency (NDIA);
- NDIS Quality and Safeguards Commission; and
- Services Australia.

Some topics discussed by the committee included:

Services Australia: Whole of Portfolio/Corporate Matters

- Staff attrition rates and distribution of resourcing, including during pre- and post-COVID-19;
- Backlog in Social Security and Health claims;
- Crisis payments, including claims processing times varying by Local Government Area (LGA);
- Promoting a positive culture in Services Australia, including the role of senior leadership;
- Delays in processing Aged and Disability Support Pension claims;
- Debt recovery and income apportionment, in light of the Commonwealth Ombudsman's reporting;
- Review into Centrepay and issues around business compliance;
- Provision of \$50 million towards enhancing MyGov's features;
- Processes of commencing a secondment arrangement, and issues relating to declared conflicts of interest;
- Administration of issues relating to both residential aged care and home care
- Health Delivery Modernisation Program;
- Adobe Target Functionality; and
- AusTender contract related to speechwriting services for Services Australia and Minister Shorten.

Services Australia – Outcome 1 – Deliver high-quality, accessible services and payments to individuals, families, businesses and partner agencies on behalf of Government; with a focus on contemporary service delivery and customer experience.

- Administration of various payments to NZYQ cohorts; and
- Family and Domestic Violence Pilot Program.

DSS – Outcome 3: Disability and Carers

- Social & Community Participation grants program;
- Information Linkages and Capacity Building Grants program;
- Negotiation with states and territories over Intergovernmental Agreement in relation to Tier 2/foundational disability supports;
- Flexible and intensive disability employment services;

- Assistance to supported employment providers to better integrate people with disability into the labour market;
- Departmental coaching or counselling of disability employment service providers that have not met standards; and
- Funding for Disability Representative Organisations.

NDIA

- Reform of Administrative Appeals Tribunal pathway and reduced usage of external lawyers;
- Insourcing of contact centre staff and technology;
- RedBridge reports on community understanding of the role of the NDIS and supports for people with disability;
- Audits of NDIS service providers to address fraud and ensure participant safety;
- NDIS services for persons in remand custody or sentenced to a term of imprisonment;
- Projected savings in Annual Financial Sustainability Reports;
- Controlling increases in expenditure within NDIS plans;
- Debt recovery in relation to plan overspend or overutilisation; and
- Formal framework for the role, scope and function and delivery methodology of support coordination.

NDIS Quality and Safeguards Commission

- Funding for improvement of data management systems to better manage complaints;
- Fraud Fusion Taskforce and other NDIS fraud mitigation strategies; and
- Different models of disability.

The committee will next meet at 9.00am on Tuesday, 4 June 2024 in Senate Committee Room 2S1, calling the Social Services Portfolio.