



Senate Community Affairs Legislation Committee  
Supplementary Budget Estimates 2024–25  
Wednesday, 6 November 2024  
Daily summary

The committee met from 9.05am until 11.00pm. in Committee Room 2S1.

*Australian Institute of Family Studies – Released from the hearing*

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

- National Disability Insurance Agency;
- NDIS Quality and Safeguards Commission;
- Services Australia;
- Australian Institute of Family Studies; and
- Domestic, Family and Sexual Violence Commission.

Some topics discussed by the committee included:

National Disability Insurance Agency

- Availability of data for quarterly and monthly reports, including the NDIS Annual Financial Sustainability Reports;
- Scheduling of NDIS plan reassessments;
- Changes to NDIS primary legislation;
- Ongoing work of the Fraud Fusion Taskforce;
- Provision of compensation for family members who care for NDIS participants; and
- Guidelines around debt collection in the context of the new NDIS legislation.

NDIS Quality and Safeguards Commission

- Provision of increased staffing to address growing number of NDIS participants;
- Increases to the in number of complaints received by the Commission; and
- Registration of platform providers, support coordinators and supported independent living providers.

Services Australia – Whole of Portfolio/Corporate Matters + Outcome 1

- Customer Claims, including comparative figures, demand, wait times and congestion messaging, categorisation and trust;
- Payment accuracy and timeliness;
- Tasmanian Freight Equalisation Scheme;
- Status of the Electronic Fund Transfer scheme in relation to the Clearing House Electronic Sub register System;
- Status of the Welfare Payment Infrastructure Transformation Programme;
- Automated decision-making processes in the context of Robodebt;
- Findings of the Royal Commission into the Robodebt Scheme;
- Impediments to the delivery of crisis-related payments;

- AusTender contract related to speechwriting services for Services Australia and Minister Shorten; and
- Government response to the myGov user audit, and modelling of the myGov development fund.

#### DSS Outcome 3: Disability and Carers

- Status of various government election commitments; and
- The development process for foundational supports with state and territory governments and associated safeguard mechanisms.

#### DSS Outcome 4: Housing

- Safe Places Emergency Accommodation Program and the number of available bedrooms;
- National Agreement on Social Housing and Homelessness;
- Data concerning Commonwealth Rental Assistance recipients who are experiencing rental stress; and
- Increases to the number of women and children experiencing homelessness and the provision of DSS data around these issues.

#### DSS Outcome 1: Social Security + Whole of Portfolio/Corporate Matters

- Statistics concerning the JobSeeker payment;
- Income apportionment and the calculation and issuance of debts;
- Supports safeguards assistance DSS provides to single parents; and
- Commencement of audit relating to child support and broader social security system.

#### DSS Outcome 2: Families and Communities

- Funding envelope for the current action plan to end gender-based violence;
- Governance review of the National Plan, including its scope;
- Issues relating to confidentiality agreements;
- Abolition of the Cashless Debit Card and the future trajectory of income management, including DSS' undertaking of any social impact assessments before transitioning away from income management in impacted demographics;
- New five-year national partnership agreement and associated funding given to the states and territories to fund frontline workers; and
- ANROWS' rapid scan of perpetration and intervention points, in relation to its broader perpetrator interventions research.

#### Domestic, Family and Sexual Violence Commission

- Role of the Commission in scrutinising various funding envelopes relating to the National Plan.

The committee will next meet at 9.00am on Thursday, 7 November 2024 in Senate Committee Room 2S1, calling the Health and Aged Care portfolio outcomes and agencies.