

Supplementary Submission

Re: Commonwealth Risk
Management Inquiry based on
Auditor-General's Report 18
(2015-16) –
Qualifying for the Disability
Support Pension

Correction on Page 2 of the original:

Please replace the line:

“On September 22nd, I received a DSP Review letter for B (addressed to him) which only gave me till October 5th to comply before the DSP would be suspended.”

With the following:

*“On September 22nd, I received a DSP Review letter for B (addressed to him) **by post** which only gave me till October 5th to comply before the DSP would be suspended.”*

I will explain the reason for the change here:

*The letter addressed to _____ was sent **by post**.*

*The letter addressed to me as the nominee **was NOT posted but is in MyGov website inbox...**I printed that one off.*

I acted on the one I printed off, by which time, the second posted one had arrived. So no real time advantage.

I always used to receive duplicate letters in the post up till now. I think that the postal system is far better, with respect to reviews because:

- *You have to print off the full review letter anyway to show it to each doctor.*
- *I had to scan the printed copy into pdf format to email it to each doctor ahead of the four visits for B and the three for A (as I was told by Centrelink, when I asked, to start getting A's reports ready as he would receive a review letter)*
- *I can't recall ever having a Centrelink letter lost in the mail.*
- *I do not always get SMS alerts from MyGov that I have letters in my MyGov site Inbox.*
- *Centrelink is pushing users towards the MyGov website (as I have heard Hank Jongen frequently spruiking for users to go there when he is on ABC radio)*
- *I cannot imagine that many elderly parents of adult disabled children and also many disabled persons themselves are able to access the MyGov website.....it is not user friendly (I can vouch for that) and often finding specific areas is hard as it is labyrinthine. ie updating my sons' banking details*
- *MyGov needs to be simplified or overhauled.*
- *You cannot access the website without a code being sent to your mobile.*
- *Does everyone have a mobile phone?*
- *Do we need to warn people to IMMEDIATELY open MyGov if they get an alert?*

I think that the MyGov inbox is part of the problem.

You don't routinely access it unless you receive a notification via SMS....which might explain why people miss it. But sometimes, I have not been notified and just happen to open MyGov

and there are letters waiting for me there. Like when I needed the Nominated Persons letters for both boys (to apply to be a Medicare nominee) Centrelink lost the originals in their IT archives so I had to fill in the application forms again. Months later, the nomination letter magically appeared in my inbox -no notification. It's a bit hit and miss.

My theory is that if the DSP Review letters ONLY go to MyGov website Inboxes, then DSP recipients will not realise that there is an important letter there. This could be why the first sign that anything is amiss is when their DSP payments are suspended.