

## Senate Community Affairs Legislation Committee

### BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** NDIS eMarket

**Question reference number:** HS 57 (SQ17-000138)

**Senator:** Watt

**Type of question:** Written

**Date set by the committee for the return of answer:** 21 July 2017

**Number of pages:** 1

#### **Question:**

- a) Why did you start work with Australia Post in June 2016 and then abruptly ended the relationship with no output? How much did this cost?
- b) What is the view of providers and participants about being able to connect through an eMarket? What testing have you done with stakeholders?
- c) Why have external organisations been able to develop solutions to this issue, while the NDIA and DHS have seemingly stalled on any progress?
- d) What experience has DHS got in building eMarkets?
- e) Does DHS believe they are best place to build this eMarket? Why?

#### **Answer:**

- a) The Department has engaged with a number of vendors, in Australia and globally, as is standard practice when researching design and technology opportunities. The output from the Australia Post work contributed to the roadmap and strategy, operating model, solution design, user journeys and payment model options. This investment with Australia Post forms part of a wider in flight project and therefore final investment figures cannot be attributed to a single initiative.
- b) Feedback from providers and participants to date is that an eMarket will be a valuable part of the NDIS service delivery system. The NDIA has engaged with the Digital Innovation Reference Group on the eMarket, as well as other Government Departments, participants and providers in the recent pathway reviews.
- c) The NDIA continues to engage with stakeholders, including the Digital Innovation Reference Group, on the eMarket.
- d) The Department has significant experience in the core components of an eMarket platform, including as an example, managing the delivery of \$172.1 billion in payments to customers and providers (2015-16 financial year).
- e) The Department has a significant ICT capability in government service delivery and a proven track record of delivering digital services to citizens and providers, protection of citizen data and the security of our systems.