

# **Senate Community Affairs Legislation Committee**

Budget Estimates – 03 June 2024  
ANSWER TO QUESTION ON NOTICE

The Hon Bill Shorten MP  
Minister for the National Disability Insurance Scheme  
Minister for Government Services

**Topic: Appeals – SME KPI**

**Question reference number: SA SQ24-000423**

**Outcome Number: 1**

**Senator:** Hollie Hughes

**Type of Question:** Written.

**Date set by the Committee for the return of answer:** 25 July 2024

**Question:**

Does the SME explanations have an internal KPI?

What is it?

Is that KPI being met?

What is the result for FY 2023-24?

**Answer:**

70 per cent of explanations provided by a Subject Matter Expert (SME), who is an experienced officer with an understanding of a payment or process, are to be provided within 14 days of the request being received. For the 2023-2024 financial year to 31 May 2024 the result is 21.1 per cent.