

Department of the Prime Minister and Cabinet,  
Australian Government

30 August 2024

**By email**

To Whom It May Concern at the Department of the Prime Minister and Cabinet,

### **THE FUTURE OF GOVERNMENT SERVICES**

I am writing to you as **National President of the Australian Lawyers Alliance (ALA)**. The ALA welcomes the opportunity to have input to the Department of the Prime Minister and Cabinet ('Department') on the future of government services.

The ALA is a national association of lawyers, academics and other professionals dedicated to protecting and promoting justice, freedom and the rights of the individual. We promote access to justice and equality before the law for all individuals regardless of their wealth, position, gender, age, race or religious belief. The ALA is represented in every state and territory in Australia and our head office is located on the land of the Gadigal people of the Eora Nation.

The ALA has met regularly over the last year with senior Services Australia representatives and also with advisers to Minister the Hon. Bill Shorten to discuss the issues ALA members and their clients have experienced with Centrelink and Medicare processes.

As a result of this productive relationship, we have seen improvements to some of Services Australia's processes – primarily a significant reduction in processing times for Centrelink clearance requests. ALA members and their clients have welcomed those improvements.

**However, crucial reforms remain necessary to both Centrelink and Medicare in order to ensure that the processes underpinning those government services are optimal, fair and efficient.**

I **enclose** a discussion paper detailing the issues and suggested solutions for the Department's consideration. This discussion paper has been shared with Services Australia and with Minister Shorten's office.

**Progressing these reforms to Centrelink and Medicare compensation recovery processes is important to a broad range of stakeholders, including the 1,500 members of the ALA and the approximately 200,000 people whom our members represent every year across Australia.**

The ALA is available to provide further assistance to the Department on the issues raised in this submission. We thank the Department for its time on these important matters.

Yours sincerely,

A handwritten signature in black ink that reads "Michelle James". The signature is written in a cursive, flowing style.

**Michelle James**

**National President,**

**Australian Lawyers Alliance**

**Enclosed:**

- '201123 - Compensation Recovery - Discussion Paper'