

REPORT SNAPSHOT

Concession, rebate and social support schemes

Why did we do this audit?

Many people living in the ACT cannot afford essential needs such as housing, utilities, transport, healthcare and education.

Concessions, rebates and social support payments are ACT Government initiatives that help people afford their essential needs.

The audit considered whether ACT concession, rebate and social support schemes are accessible to the people who need them.



What did we find?

- ACT concession, rebate and social support schemes are not consistently promoted and communicated to eligible people.
- Similar schemes may have different eligibility criteria and different application processes.
- It is not clear whether the schemes are achieving their intended outcomes and meeting peoples' needs.



What are the key issues?

- There is no centralised oversight or management of ACT concession, rebate and social support schemes.
- Lack of centralised, standardised guidance and processes can result in inconsistent promotion, communication, and application processes and administration.



What did we recommend?

- We recommended that the Chief Minister, Treasury and Economic Development Directorate take actions to support harmonisation of design and delivery for ACT concession, rebate and social support schemes.
- We also recommended that the Chief Minister, Treasury and Economic Development Directorate review and evaluate the schemes to determine if they are efficiently administered and are meeting peoples' needs.

