

The Independent Review of Services Australia and the National Disability Insurance Agency (NDIA) Procurement and Contracting examined the procurement processes leading to the award of contracts to Synergy 360 and associated entities.

The review ran from December 2022 to March 2023.

The mere inclusion of an entity within the scope of the review does not of itself imply any wrongdoing on the part of the entity or its employees, nor does it necessarily imply a shortcoming in the process leading to the award of a contract to the entity.

The review focused on internal agency practices and processes and the conduct of Services Australia and NDIA officials in undertaking the relevant procurements.

The 2 reports from the Independent Review are:

- [the Independent Review of Services Australia and NDIA Procurement and Contracting: Independent Reviewer's Report \(PDF 372KB\)](#)
- [the Independent Review of Services Australia and NDIA Procurement and Contracting: Taskforce Report to the Independent Reviewer \(PDF 773KB\)](#).

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14 April 2023