

Nauru Support Services Independent Review 2025 – Management Response

Summary of Publication

DFAT welcomes the findings of the Independent Review of Nauru Support Services (NSS). The Review provides valuable insights into the performance of NSS and provides recommendations on expanding the scope of NSS to better respond to Australia's growing partnership with Nauru. This includes through the Nauru-Australia Treaty and through the bilateral development program.

DFAT agrees or partially agrees with all recommendations of the Review. The Review recognises the impressive work that NSS delivers for DFAT and identifies specific opportunities to transition the program from a logistics services program to enabling services, sustaining procurement and logistics support to DFAT and Deployees while supplementing this with communications, community engagement and development focused activities.

DFAT will undergo a design process for the new NSS program in 2026-27, in advance of the current contract expiring in June 2027.

DFAT thanks all stakeholders for their engagement during this Review.

Management Response

Recommendation	Response	Action Plan	Status (May 2026)
Recommendation 1: DFAT should extend the current NSS contract up to the current contract term (30 June 2027).	Agree	DFAT to extend the NSS contract (within the contractual parameters of ODA graduation and funding certainty).	Contract extended to end December 2026. Further contract extension to 30 June 2027 to be considered in third quarter of 2026.
Recommendation 2: DFAT must resolve how the NSS will be funded beyond Nauru's ODA graduation, and beyond 30 June 2027.	Agree	DFAT to work across the Australian Government to ensure that Australia's Development Program to Nauru continues beyond ODA graduation.	Completed. 2026 Budget processes and outcomes provided certainty on funding beyond Nauru's ODA graduation.

Recommendation	Response	Action Plan	Status (May 2026)
Recommendation 3: DFAT and Palladium should explore the viability of providing ICT and short-term accommodation services under the NSS scope of work.	Partially agree	NSS to continue to provide accommodation for short-term advisers to the extent of its capacity.	Underway.
Recommendation 4: The Managing Contractor should appropriately integrate GEDSI, climate resilience and locally led development policy priorities into NSS work planning.	Agree	DFAT to review the current scope of work and actively consider introducing additional Services Orders to appropriately integrate GEDSI, climate resilience and locally-led development into NSS.	Underway.
Recommendation 5: DFAT should consider expanding the scope of the NSS to facilitate skills and/or enterprise development in support of localisation, public diplomacy and good development practice.	Agree	DFAT to review the current scope of work and actively consider introducing additional Services Orders to facilitate localisation, public diplomacy and good development practices.	Underway. DFAT has procured strategic communications services separate to NSS service orders.
Recommendation 6: The Managing Contractor should implement a simple M&E plan to capture evidence of progress towards development policy priorities and capacity building targets.	Agree	DFAT to discuss with the Managing Contractor to establish and implement an M&E plan.	Underway. Evidence on M&E reflected in Palladium reporting.

Recommendation	Response	Action Plan	Status (May 2026)
Recommendation 7: DFAT should commission an independent financial audit.	Agree	DFAT to commission an independent financial audit in 2025-26.	Underway.
Recommendation 8: DFAT should undertake annual PPAs as a mechanism to provide formal performance monitoring and feedback to the MC.	Agree	DFAT to consider undertaking NSS PPAs in annual monitoring cycles, noting NSS has not met PPA requirements to date as the scope of the program is largely logistics based. We anticipate NSS will require PPAs once development elements are added to the program.	2025-26 PPA completed.