

**SENATE STANDING COMMITTEE ON  
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE  
SUPPLEMENTARY ESTIMATES 2009-10**

**Agency** Comcare

**DEEWR Question No.** EW608\_10

Senator Marshall asked on 21 October 2009, EEWHR Hansard page 23.

**Question**

How many complaints have you received and in what categories are those complaints?

Let us take a very broad picture of Comcare. You will have complaints possibly about your inspection services and those sorts of services but also about your rehabilitation processes, insurance et cetera. Could you break those complaints down and provide the nature of the complaints within the breakdown?

If there are complaints about the length of time you take to process, to service and to do those sorts of things, that would be useful to know.

**Answer**

Comcare has provided the following response:

From 1 July 2007 to 13 October 2009, Comcare received a total of 154 general complaints and 88 Ombudsman complaints.

The following table provides a breakdown of the types and number of general complaints Comcare received during the past three years.

<b>Subject of General Complaints (including Follow-up)</b>				
<b>Subject</b>	<b>2007/2008</b>	<b>2008/2009</b>	<b>2009/2010 to 13/10/09</b>	<b>TOTAL</b>
Administrative Appeals Tribunal	2	4	1	7
Benefit Payments	9	5	0	14
Claims Management	25	12	1	38
Communication	14	10	3	27
Decision Making	7	9	1	17
Delay	25	15	3	43
Employer	1	1	0	2
Information	0	1	1	2
Non-Response	0	2	0	2
Privacy	0	1	0	1
Provider	1	0	0	1
<b>TOTAL</b>	<b>84</b>	<b>60</b>	<b>10</b>	<b>154</b>

The following table provides a breakdown of the types and number of Ombudsman complaints Comcare received during the past three years.

<b>Subject of Ombudsman Complaints (including Follow-up)</b>				
<b>Subject</b>	<b>2007/2008</b>	<b>2008/2009</b>	<b>2009/2010 to 13/10/09</b>	<b>TOTAL</b>
Administrative Appeals Tribunal	1	2	1	4
Act of Grace	1	2	0	3
Benefit Payments	1	4	2	7
Claims Management	3	4	0	7
Communication	3	4	0	7
Decision Making	4	3	2	9
Delay	13	12	2	27
Incapacity	1	1	0	2
Information	0	5	3	8
Non-Response	4	2	1	7
Reconsideration	2	3	1	6
Rehabilitation	1	0	0	1
<b>TOTAL</b>	<b>34</b>	<b>42</b>	<b>12</b>	<b>88</b>

As indicated in the tables above, there were a total of 70 complaints relating to delays since 1 July 2007, including 43 general complaints and 27 Ombudsman complaints. These delays include:

- responding to a general enquiry
- making claims determinations
- implementing an AAT decision
- making general invoice payments to service providers or claimants
- acknowledging and responding to correspondence.

In its investigations processes, Comcare does not segregate allegations from the normal flow of notifications. When complaints/allegations relate to the conduct of an investigation, the investigation is reviewed by an independent internal investigator.

Comcare is currently developing a model to separate statistics which will allow for recording and tracking of complaints relating to investigation services. The new model will be developed and implemented before 1 January 2010.

When Comcare sets a premium or a regulatory contribution the customer can request a review.

In 2008-09 Comcare set 173 premiums and 169 regulatory contributions. There were no requests for review of the premiums. There was one request for review of a regulatory contribution.