

Question on notice no. 163

Portfolio question number: SQ23-005179

2023-24 Supplementary Budget estimates

**Rural and Regional Affairs and Transport Committee, Infrastructure,
Transport, Regional Development, Communications and the Arts Portfolio**

Senator Bridget McKenzie: asked the Department of Infrastructure, Transport, Regional Development, Communications and the Arts on 2 November 2023—

(1.QON No. 339 (SQ23-004573) advised 73 claims had been referred to Comcare by AirServices Australia staff in the 2022-23 financial year to date. Has the Minister requested Departmental advice on the high level of ComCare claims within AirServices Australia?

2.What action is the Department taking, as the central agency supporting AirServices Australia, to address the high level of ComCare claims?

Answer —

Please find answer attached

Rural and Regional Affairs and Transport

QUESTION ON NOTICE

Supplementary Budget Estimates 2023 - 2024

Infrastructure, Transport, Regional Development, Communications and the Arts

Committee Question Number: 163

Departmental Question Number: SQ23-005179

Division/Agency Name: DIV - International Aviation Technology and Services

Hansard Reference: Written (02 November 2023)

Topic: Department's response to Airservices' ComCare claims

Senator Bridget McKenzie asked:

1. QON No. 339 (SQ23-004573) advised 73 claims had been referred to Comcare by AirServices Australia staff in the 2022-23 financial year to date. Has the Minister requested Departmental advice on the high level of ComCare claims within Airservices Australia?
2. What action is the Department taking, as the central agency supporting Airservices Australia, to address the high level of ComCare claims?

Answer:

1. Airservices Australia operates under its own establishment Act (Airservices Act 1995). The Board of Airservices is the accountable authority responsible for addressing ComCare matters regarding Airservices' employees.

Airservices is required under its Statement of Expectations 1 July 2023 to 30 June 2025 to report to monitor its progress towards strengthening its organisational capability and culture, engage in continuous improvement, and report on progress on these issues and relevant initiatives in its quarterly progress reports to the Minister.
2. The Department of Infrastructure, Transport, Regional Development, Communications and the Arts supports the Minister by providing advice from time to time on matters relating to Airservices including its corporate culture.