

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Payment Resolution

Question reference number: HS 155

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 24 April 2014

Number of pages: 2

Question:

- a) Please provide the average time between receipt of an application for payment and final decision on application for every payment for every month since July 2012.
- b) Please provide the average wait time between receipt of an application for a payment and receipt of payment for every payment for every month since July 2012.

Answer:

A payment is initiated when a 'granted' decision for a claim is finalised. Therefore, the results for (a) and (b) are the same.

As a claim may not be finalised in the same month in which it is received, this information is not reported on a monthly basis. The following table provides the average time to process a claim in 2012–13 and 2013–14 (as at 28 February 2014). This data includes granted and rejected claims.

Claim	Average Days to Process New Claims	
	2012–13	2013–14*
Age Pension	28.8	35.6
Carer Allowance	37.3	51.3
Carer Payment	40.9	53.6
Disability Support Pension	45.7	63.0
Seniors Health Card	10.4	15.0
Newstart Allowance	7.4	8.3
Parenting Payment - Partnered	16.4	16.8
Parenting Payment - Single	12.1	11.0
Youth Allowance (Jobseeker)	11.9	12.3
Youth Allowance (Full-Time Student)	24.2	24.4

Baby Bonus	22.1	20.1
Child Care Benefit (Approved Care)	10.9	8.1
Child Care Benefit (Registered Care)	22.0	22.8
Dad and Partner Pay	7.7	8.9
Family Tax Benefit	25.6	27.5
Paid Parental Leave	9.8	10.4

*As at 28 February 2014.