

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Farm Household Allowance

Question reference number: HS 18

Senator: Bullock

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 2

Question:

- a) How many Farm Household Allowance claims are currently on hand?
- b) For these claims please provide a breakdown by the number of days (in 14 day periods) since the claim was submitted.
- c) How many Farm Household Allowance claims have been processed?
- d) How many of these were successful?
- e) For these claims please provide a breakdown by the number of days (in 14 day periods) from when the claim was submitted to when the first payment was made.

Answer:

- a) As at 13 March 2015, there were 349 Farm Household Allowance claims on hand. The department is working hard to process claims for farm household assistance. Processing a claim can take some time in order to understand the applicant's circumstances properly. Farmers' circumstances are often more complex than those who apply for other social security payments and can involve trusts, companies and other complex financial arrangements.
- b)

| Days since claim submitted | Number of FHA claims on hand |
|-----------------------------------|-------------------------------------|
| 0-14 | 63 |
| 15-28 | 67 |
| 29-42 | 61 |
| 43+ | 158 |

- c) There have been 5,884 Farm Household Allowance claims processed from 1 July 2014 to 13 March 2015.
- d) There have been 4,889 Farm Household Allowance claims granted from 1 July 2014 to 13 March 2015.
- e) There have been 4,889 successful Farm Household Allowance claims processed, from 1 July 2014 to 13 March 2015. The timeframes between when customers submit their claims and when they receive their first payment will vary due to a number of issues. These include whether all required information has been provided to allow processing of the claim. If not, this will delay the processing once the claim has been submitted and received. Some customers may also have to serve a waiting period which may delay the commencement of payment.

The department does not normally collect the information requested for a breakdown in the number of days (14 day periods) from when a claim is submitted to when the first payment is made. The collation of data required to answer the remainder of this question would require an unreasonable diversion of departmental resources.