

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Additional Estimates Hearings

Outcome Number:

Question No: SQ16-000008

Topic: Timeliness standards

Hansard page:

Senator Rachel Siewert asked:

How does the Department of Social Services derive a timeliness target – is it based on a particular metric, or analysis of previous data, or some other source?

Answer:

Timeliness standards for social security programmes are determined jointly by the Department of Social Services and the Department of Human Services. They take into account the policy intent, service delivery capacity and recipient obligations for the provision of information for claims to be assessed.