

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 5-6 JUNE 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Claims Processing

Question reference number: HS 180

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 25 July 2014

Number of pages: 1

Question:

What is the duration from lodgement to a decision communicated to client?

Answer:

Claims for payments can be lodged in a number of ways, including using printed and online forms and through recently introduced web based online arrangements. As web based online claiming for Newstart Allowance and Parenting Payment only commenced in May 2014, there is no data available as yet to measure the time taken from lodgement to decision for web based claims.

Data is available, however, for financial year 2103-14 for the 3.8 million Centrelink claims processed using traditional methods. The following table provides the average time taken to process Centrelink claims for 2013-14. This data includes granted and rejected claims.

Claim	Average Days to Process New Claims 2013-14
Age Pension	34.0
Carer Allowance	45.2
Carer Payment	47.8
Disability Support Pension	58.2
Seniors Health Card	15.1
Newstart Allowance	8.3
Parenting Payment – Partnered	16.4
Parenting Payment – Single	11.0
Youth Allowance (Jobseeker)	12.7
Youth Allowance (Full-Time Student)	30.2
Baby Bonus	21.1
Child Care Benefit (Approved Care)	7.9
Child Care Benefit (Registered Care)	23.9
Dad and Partner Pay	9.4
Family Tax Benefit	27.3
Paid Parental Leave	11.1