

## **Senate Community Affairs Legislation Committee**

### **BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Claims for Defective Administration

**Question reference number:** HS 43

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 24 July 2015

**Number of pages:** 2

#### **Question:**

- a) Are there any time-frames or Key Performance Indicators for processing claims for Defective Administration (CDDA)?
- b) How many claims are currently being processed?
- c) How long have current claims taken to finalise?
- d) Of the claims that have yet to be finalised, how long have the claims been under consideration?
- e) How many claims were made in each of the last three financial years (including 2014-15)?
- f) How many were granted, or rejected in each of the last three financial years?
- g) What has been the cost in each of the past three financial years?
- h) Provide the number of CDDA claims lodged in each state and territory for each of the last three financial years (including 2014-15)?
- i) Provide an overview of the claims approved, and rejected in 2014-15?

#### **Answer:**

- a) Yes. The department aims to decide 75 per cent of claims under the Compensation for Detriment caused by Defective Administration (CDDA) Scheme within 90 days.
- b) As at 17 June 2015, there were 614 CDDA claims being processed by the department.
- c) For the period 1 July 2014 to 17 June 2015, the average time taken to finalise a CDDA claim was 75 days.
- d) As at 17 June 2015, there were 614 CDDA claims being processed by the department, and the average time under consideration for on hand claims was 48 days.

e), f) g)

	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b> <b>(year to date to</b> <b>17 June 2015)</b>
<b>Claims received</b>	3,323	3,101	2,723
<b>Claims approved</b>	1,801 (59%)	1,809 (56 %)	1,386 (48%)
<b>Total approved payments</b>	\$4,889,841	\$5,725,910	\$4,807,565

- h) The preparation of an answer to this question would require manual assessment of each claim lodged since 1 July 2012. It would be an unreasonable diversion of departmental resources to provide the number of CDDA claims lodged in each state and territory for each of the last three financial years.
- i) For the period 1 July 2014 to 17 June 2015, 2,885 claims were decided, 85 per cent of the claims decided were decided within 90 days, 1,386 claims were approved and the total value of the approved payments was \$4,807,565.