

## Senate Community Affairs Legislation Committee

### BUDGET ESTIMATES – 6 MAY 2016 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Other claim processing delays

**Question reference number:** HS 6

**Senator:** Cameron

**Type of question:** Hansard pages 177-178

**Date set by the committee for the return of answer:** 14 September 2016

**Number of pages:** 2

#### **Question:**

Senator CAMERON: Going back to the Medicare payment system, were any other of your programs affected by the change from the blue-green screen to the new system?

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Senator CAMERON: Let me ask a specific question on it: was the farm household allowance put into the SAP system?

Mr Sterrenberg: Yes, it was.

Senator CAMERON: Aged care payments?

Mr Sterrenberg: Yes—one tranche of aged care; it was the home care.

Senator CAMERON: Okay. Are they still being delivered by the SAP system?

Mr Sterrenberg: They are currently running on the SAP system, yes.

Senator CAMERON: Were there any delays in either the farm household allowance or the aged care payments?

Mr Sterrenberg: Can you be more specific about—

Senator CAMERON: Similar to the youth allowance—did the changeover produce a build-up of unpaid claims?

Mr Sterrenberg: Not that I am aware of.

Senator CAMERON: Not that you are aware of. Is there anyone who can tell me better than 'not that I am aware of'?

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Senator CAMERON: I understand that what happened with these other areas was that there were fewer delays—though there were still delays—but there was more incorrect information of payments. Is that correct?

Mr Tidswell: I do not have that information with me. Somebody else in the room might have that information, but—

Senator CAMERON: Can anyone help me?

Mr Tidswell: effectively we are on top of doing our work in that area.

Senator CAMERON: You are on top of it? Can you take those questions on notice, then?

Mr Tidswell: Yes.

**Answer:**

Farm Household Allowance and Aged Care payments were not delivered through ISIS at any stage and therefore did not transition out of ISIS into SAP.