

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Appeals, Reviews & Complaints – Child Care Payments

Question reference number: HS 95

Senator: Moore

Type of question: Written

Date set by the committee for the return of answer: 24 January 2014

Number of pages: 2

Question:

Please provide numbers for 2012-13, by state, of all the following:

- a) appeals;
- b) reviews; and
- c) complaints and feedback.

in relation to:

- o Child Care Rebate; and
- o Child Care Benefit.

Answer:

- a) Internal Reviews may be referred to as both Appeals and Reviews, Internal Reviews received for Child Care Benefit and Child Care Rebate, by state, for 2012-13 financial year:

State/Territory	Child Care Benefit *	Child Care Rebate *
Australian Capital Territory	30	<20
New South Wales	471	276
Northern Territory	<20	<20
Queensland	347	196
South Australia	81	41
Tasmania	25	27
Victoria	312	198
Western Australia	101	59
Unknown	<20	<20
Total	1,378	812

** In accordance with the protocol for the release of Social Security information, numbers less than 20 are not released publicly.*

- b) Refer to question (a)

- c) There were 1,027 complaints recorded for Child Care Benefits and 457 complaints recorded for Child Care Rebates in the 2012-13 financial year.