

## **Senate Community Affairs Legislation Committee**

### **SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE**

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

**Topic:** Centrelink Appeal Wait Times

**Question reference number:** HS 39

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 12 December 2014

**Number of pages:** 2

#### **Question:**

- a) In 2013-14, how many appeals took longer than five weeks to complete?
- b) In 2013-14, how many appeals took less than five weeks to complete?
- c) As at 24 October 2014, how many internal appeals have been lodged, but have not been actioned?
- d) How many of these appeals are related to claims for the Disability Support Pension?
- e) How many staff worked on reviews/appeals as at 24 October 2014?
- f) What was the average waiting time for an appeal to be completed in 2013-14?
- g) How many, and what percentage of, internal appeals in 2013-14 took longer than 5 weeks;
  - 1) over 3 months to complete;
  - 2) over six months to complete; and
  - 3) over 12 months to complete.

#### **Answer:**

- a) In 2013-14, 123,033 appeals took longer than five weeks to complete.
- b) In 2013-14, 70,407 appeals took less than five weeks to complete.
- c) As at 24 October 2014, 16,958 internal appeals have been lodged, but have not been actioned.
- d) As of 24 October 2014, 2,667 of appeals awaiting action are related to claims for the Disability Support Pension.
- e) As at 24 October 2014, there was 211.66 FTE (Authorised Review Officers) working on appeals/reviews.
- f) The average waiting time for an appeal to be completed in 2013-14 was 81 days.
- g) 1) 37,208 (30.2 per cent) of internal appeals in 2013-14 took over three months to complete.

- 2) 23,137 (18.8 per cent) of internal appeals in 2013-14 took over six months to complete.
- 3) 531 (0.4 per cent) of internal appeals in 2013-14 took over 12 months to complete.