

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Administrative Errors – Costs

Question reference number: HS 116

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 11 December 2015

Number of pages: 1

Question:

What was the total value of administrative errors that resulted in payment of customer compensation and what was the total amount paid in compensation? Please provide details for the last two years.

Answer:

In 2014-15 the department approved 1373 customer compensation claims. The total amount paid in compensation was \$5,022,141.35.

In 2013-14 the department approved 1809 customer compensation claims. The total amount paid in compensation was \$5,392,215.00.