

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2014-15

Finance Portfolio

Department/Agency: Finance

Outcome/Program: 2/2.3

Topic: Time taken to resolve Act of Grace claims

Senator: Xenophon

Question reference number: F50

Type of question: Hansard, F&PA Committee, Page 39-40, 29 May 2014

Date set by the committee for the return of answer: Friday, 11 July 2014

Number of pages: 1

Question:

Senator XENOPHON: The average time taken to resolve an act of grace claim?

Mr Antich: We have some statistics about—

Senator XENOPHON: Could you give them on notice?

...

Senator XENOPHON: From the time an act of grace payment request is made, how long does it take to resolve?

...

Mr Tune: We can give you all the current ones.

Answer:

As at 25 June 2014, the average time to resolve act of grace claims to date was 282 days. This includes the period after the receipt of the first claims in 2008, when the factual information required for assessment of claims was still being determined. As this information is now more readily available, claims are able to be processed in a shorter time-frame. The average time to resolve an act of grace claim over the past 12 months was 141 days.