



Australian Government
**Department of Agriculture
and Water Resources**

Senator Barry O'Sullivan
Chair
Senate Rural and Regional Affairs and Transport Legislation Committee
PO Box 1600
Parliament House
CANBERRA ACT 2600

Dear Senator

Having reviewed the proof Hansard of the Supplementary Budget Estimates hearing conducted by the Senate Rural and Regional Affairs and Transport Legislation Committee on Tuesday 18 October 2016 and following receipt of further information after the Estimates hearing, I wish to make a correction.

The correction relates to a response by me to a question by Senator Sterle. The relevant dialogue is on pages 102 – 106 of the proof Hansard and relates to the time taken to process claims for Farm Household Allowance:

Senator STERLE: Is there really? Isn't that sad?

Mr G Williamson: We are also advised by the Department of Human Services that FHA claims are normally finalised within 28 calendar days.

Senator STERLE: Good.

Mr G Williamson: Claims can take up to 42 calendar days. There are instances where it takes longer than that, but they are much rarer.

My correct response should have read:

Mr G Williamson: We are advised by the Department of Human Services that when all relevant documentation required to assess a claim has been submitted, DHS aims to finalise simple claims within 28 calendar days and complex claims within 42 days. Where customers are in financial hardship, DHS will generally finalise the claim within 5 days once all paperwork has been received.

Yours sincerely

Greg Williamson
First Assistant Secretary
Farm Support Division
18 November 2016