

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION
LEGISLATION COMMITTEE**

**2003-2004 SUPPLEMENTARY BUDGET ESTIMATES HEARING
6 NOVEMBER**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Outcome 2: Higher productivity, higher pay workplace

Output Group 2.2: Workplace relations implementation

**Output 2.2.4: Workplace Relations Services
Administered Item – Employee Entitlements Schemes**

Question Number: W247-04

Question:

Senator Collins asked in writing:

In respect of “Timeliness of the processing of claims” GEERS fell well short of its target of 80 percent of claims processed within 16 weeks, achieving only 67%. This is exactly the same as last year’s result, and despite the number of calls to your hotline almost halving in the last year, from 66,845 in 2001-2, to 36,000 in 2002-3. How do you explain such a poor result in respect of the timeliness measure, given the number of inquiries has fallen so dramatically?

Answer:

The number of calls to the GEERS hotline does not impact upon the timeliness of claims processing.