



Australian Government

Comcare

CHIEF EXECUTIVE OFFICER
[REDACTED]

24 June 2021

Committee Secretary
Senate Education and Employment Committees
PO Box 6100
Parliament House
CANBERRA ACT 2600

Dear Committee Secretary

Clarifications to Hansard – Budget Estimates hearing on 2 June 2021

I am writing to provide a clarification to evidence I gave to the Education and Employment Committee during the Budget Estimates hearing on 2 June 2021.

On page 32 of the transcript, in response to a question from Senator Sheldon regarding Comcare's complaints and internal review process, I said:

Senator Sheldon: So the feedback for complaints goes to the internal review process that you mentioned before; is that correct?

Ms Weston: Yes.

I wish to clarify that while claims decisions may have internal reconsideration rights and external merits review rights with the Administrative Appeals Tribunal, there is no statutory review process attached to Comcare's complaints function. Comcare's Statutory Oversight team may holistically review matters where a complaint is received and provide observations to other Comcare Groups, but members of that team are not delegated powers to review decisions under the *Safety, Rehabilitation and Compensation Act 1988*.

Please contact Kate Vandenberg, Parliamentary and Executive Support Officer, on [REDACTED] should further information be required.

Yours sincerely

[REDACTED]
Sue Weston PSM
CEO