

**Question on notice no. 129**

**Portfolio question number: SQ24-000240**

**2023-24 Additional estimates**

**Rural and Regional Affairs and Transport Committee, Infrastructure,  
Transport, Regional Development, Communications and the Arts Portfolio**

**Senator Bridget McKenzie:** asked the Airservices Australia on 22 February 2024—

(1.QON No. 339 (SQ23-004573) advised 73 claims had been referred to Comcare by AirServices Australia staff in the 2022-23 financial year to date. Has the Minister requested advice on the high level of ComCare claims within AirServices Australia?

2.What action is being taken to address the high level of ComCare claims?

3.What is the total cost to AirServices Australia of the ComCare claims?

4.How many working days have been lost due to ComCare incidents in AirServices Australia?

5.What type of injuries are leading to ComCare claims in AirServices Australia?

**Answer —**

Please find answer attached

**Rural and Regional Affairs and Transport**

**QUESTION ON NOTICE**

**Additional Estimates 2023 - 2024**

**Infrastructure, Transport, Regional Development, Communications and the Arts**

**Committee Question Number: 129**

**Departmental Question Number: SQ24-000240**

**Division/Agency Name: Agency - Airservices Australia**

**Hansard Reference: Written (22 February 2024)**

**Topic: AIRSERVICES - ComCare**

**Senator Bridget McKenzie asked:**

1. QON No. 339 (SQ23-004573) advised 73 claims had been referred to Comcare by AirServices Australia staff in the 2022-23 financial year to date. Has the Minister requested advice on the high level of ComCare claims within AirServices Australia?
2. What action is being taken to address the high level of ComCare claims?
3. What is the total cost to AirServices Australia of the ComCare claims?
4. How many working days have been lost due to ComCare incidents in AirServices Australia?
5. What type of injuries are leading to ComCare claims in AirServices Australia?

**Answer:**

1. Airservices provides quarterly reports to the minister on its performance which includes information relating to Comcare claims.
2. Please refer to Committee Question Number 58 (SQ23-005164) from the 2023-24 Supplementary Budget Estimates hearing for an outline of actions taken to reduce compensation claims through preventive measures.
3. The cost to Airservices for the 73 claims in FY 2022-23 was \$1,852,851.
4. 2,549 working days were lost as a result of the 73 claims in FY2022-23.
5. Provision of aviation rescue and firefighting services, and the associated physical preparation and activity, is a leading factor for Comcare claims at Airservices.

Type of injury claims referred to Comcare in 2022-23 financial year are in the following table:

<b>Physical</b>	<b>45</b>
<b>Cancer</b>	<b>16</b>
<b>Psychological</b>	<b>12</b>
<b><i>Total all claims</i></b>	<b><i>73</i></b>