

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Timeliness Standards

Question reference number: HS 27

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 4 April 2016

Number of pages: 2

Question:

In relation to the Timeliness Standards, please provide a list of the performance by DHS against all of the payment types listed, and a breakdown by processing time for those claims that take longer than the threshold in the Timeliness Standards.

Answer:

The table on the following page provides the 2015–16 financial year to date claims processing performance for the listed payments. The standards are agreed by the Department of Social Services and the Department of Human Services.

Payment	Standard as agreed between DSS and DHS	Percentage not completed in timeliness standard FYTD as at 19 Feb 2016
Bereavement Allowance	≥ 80% in 21 days	12.0%
Crisis Payment	≥ 90% in 2 days	3.5%
Mobility Allowance	≥ 85% in 42 days	10.9%
Newstart Allowance	≥ 80% in 16 days	15.1%
Parenting Payment Partnered	≥ 80% in 28 days	11.3%
Parenting Payment Single	≥ 90% in 21 days	12.2%
Sickness Allowance	≥ 70% in 35 days	25.8%
Special Benefit	≥ 80% in 21 days	12.6%
Widow Allowance	≥ 75% in 16 days	23.3%
Youth Allowance (Other)	≥ 70% in 21 days	22.7%
ABSTUDY	≥ 70% in 21 days	19.5%
Assistance for Isolated Children	≥ 70% in 21 days	34.9%
Austudy	≥ 85% in 42 days	14.6%
Youth Allowance (Student)	≥ 80% in 42 days	19.1%
Pensioner Education Supplement	≥ 70% in 21 days	37.6%
Family Tax Benefit	≥ 70% in 33 days	37.1%
Stillborn Baby Payment	≥ 80% in 21 days	14.8%
Paid Parental Leave	≥ 85% in 21 days	13.4%
Dad and Partner Pay	≥ 85% in 21 days	12.0%
Age Pension	≥ 80% in 49 days	24.6%
Carer Payment	≥ 80% in 49 days	25.8%
Carer Allowance	≥ 85% in 49 days	20.5%
Disability Support Pension	≥ 70% in 49 days	52.6%
Commonwealth Seniors HCC	≥ 80% in 28 days	24.8%
Low Income HCC	≥ 80% in 28 days	7.0%