

## Senate Community Affairs Legislation Committee

### ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Payments

**Question reference number:** 40 (HS 44)

**Senator:** Watt

**Type of question:** Written

**Date set by the committee for the return of answer:** 21 April 2017

**Number of pages:** 4

**Question:**

Please provide details of the processing of all claims for all payments types by month for the period from Jul 16 to Jan 17 by:

- a) National Services Zones - processing services
- b) Total number of claims
- c) Total number of claims outstanding
- d) Average age of claims outstanding
- e) Timelines by month against KPI's

**Answer:**

- a) The Department processes its claims as part of a national virtual network. Work allocation is not based on a geographic location. Work allocations are based on available staff with the appropriate skills. Therefore, claims processing data is measured as a departmental result and not by National Service Zones.
- b) The following table represents the monthly total number of claims processed by benefit type for the current financial year 1 July 2016 to 31 January 2017.

Benefit Name	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
ABSTUDY	1,967	2,261	1,653	1,295	1,959	1,243	930
Abstudy - PES	190	210	146	93	134	89	118
ABSTUDY - Schooling Applicant	514	493	293	385	664	873	1,469
Age Pension	12,282	17,808	17,943	17,605	17,140	9,766	12,239
Assistance for Isolated Children	332	309	281	237	188	234	385
Austudy	4,911	8,444	3,384	3,430	4,498	1,968	4,143
Bereavement Allowance	106	140	107	107	126	85	99

Benefit Name	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
Carer Allowance	12,454	17,219	14,274	10,194	12,077	7,312	8,967
Carer Payment	7,994	10,427	8,334	6,745	7,168	4,605	5,765
Child Care Approved - LSC	4,861	4,955	2,293	1,542	2,323	1,113	1,012
Child Care Benefit for Approved Care	23,645	31,252	20,050	17,013	23,241	18,214	26,105
Child Care Benefit for Registered Care	2,531	4,437	2,314	1,940	2,440	2,144	2,388
Crisis Payment	6,124	9,243	7,118	6,927	9,010	6,935	5,459
Dad and Partner Pay	8,650	10,479	6,760	4,668	12,320	6,251	8,394
Disability Support Pension	11,857	14,344	8,028	6,277	8,358	5,168	5,494
Double Orphan Pension	43	30	29	22	41	14	32
Family Tax Benefit	56,793	79,951	44,054	36,251	53,927	30,363	34,716
Low Income Card	17,456	21,946	17,810	14,522	16,021	11,155	104,854
Mobility Allowance	973	996	805	794	943	661	625
Newstart Allowance	53,728	64,896	49,850	49,414	64,289	38,511	61,207
Paid Parental Leave	27,418	30,757	19,943	16,517	35,991	19,367	24,917
Parenting Payment - Partnered	8,639	11,474	8,736	7,834	8,259	6,035	5,625
Parenting Payment - Single	7,260	9,113	7,071	7,117	8,422	5,544	7,715
Pensioner Education Supplement	3,984	5,243	5,093	3,678	2,845	1,346	1,771
Senior Health Card	2,923	3,766	2,694	2,998	4,842	1,566	90,851
Sickness Allowance	2,905	3,736	2,745	2,382	2,815	1,939	2,146
Special Benefit	729	933	781	732	944	718	787
Stillborn Baby Payment	116	129	100	63	139	94	142
Widow Allowance	273	307	262	257	299	219	188
Youth Allowance (Jobseeker)	14,744	16,671	12,242	12,638	18,556	11,914	20,888
Youth Allowance (Student)	11,212	18,196	8,022	7,792	8,145	4,521	8,097
<b>Grand Total</b>	<b>307,614</b>	<b>400,165</b>	<b>273,215</b>	<b>241,469</b>	<b>328,124</b>	<b>199,967</b>	<b>447,528</b>

\* January 2017 processing results for Low Income Card and Seniors Health Card were impacted by the automatic granting of cards to some customers as a result of the Rebalance Assets Test budget measure.

c) The following table represents the monthly total number of claims outstanding by benefit type for the current financial year 1 July 2016 to 31 January 2017.

Benefit Name	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
ABSTUDY	884	730	536	778	840	844	2,007
Abstudy - PES	52	41	44	62	52	55	113
ABSTUDY - Schooling Applicant	60	48	83	132	262	296	1,025
Age Pension	28,873	28,190	23,212	18,589	17,966	20,150	20,307
Assistance for Isolated Children	2	4	3	7	17	9	17
Austudy	6,121	3,656	2,915	1,981	1,263	2,489	3,766
Bereavement Allowance	30	25	24	24	27	24	24

Benefit Name	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
Carer Allowance	17,522	15,572	12,852	13,348	16,550	18,108	17,643
Carer Payment	4,954	5,339	5,467	4,942	5,178	5,370	5,502
Child Care Approved - LSC	175	80	188	586	322	302	468
Child Care Benefit for Approved Care	5,687	3,382	4,923	8,906	11,508	10,298	15,878
Child Care Benefit for Registered Care	1,352	868	680	927	865	463	375
Dad and Partner Pay	1,593	1,203	2,289	5,195	2,183	2,796	2,890
Disability Support Pension	20,299	17,045	17,911	19,611	22,129	24,115	24,735
Double Orphan Pension	16	13	21	25	14	27	21
Family Tax Benefit	29,024	22,525	27,230	36,600	37,967	41,015	46,958
Low Income Card	6,132	5,227	5,973	7,075	8,353	10,697	14,442
Mobility Allowance	288	321	361	320	447	295	247
Newstart Allowance	16,362	17,077	17,288	17,206	21,062	31,724	21,921
Paid Parental Leave	5,963	5,191	7,911	14,864	8,054	8,872	8,425
Parenting Payment - Partnered	4,408	4,295	3,662	3,683	4,913	4,633	6,273
Parenting Payment - Single	2,606	2,627	2,613	2,721	3,599	3,887	3,142
Pensioner Education Supplement	5,195	4,656	2,713	1,257	1,170	1,386	2,723
Senior Health Card	1,439	1,557	2,219	2,589	2,525	3,732	4,313
Sickness Allowance	1,857	1,721	1,808	2,127	2,773	3,047	3,073
Special Benefit	291	332	367	442	528	496	514
Stillborn Baby Payment	19	11	31	70	72	74	62
Widow Allowance	64	56	71	51	66	39	42
Youth Allowance (Jobseeker)	4,852	4,994	5,329	5,740	7,425	10,178	10,386
Youth Allowance (Student)	14,644	11,792	9,663	6,135	4,320	10,024	21,200
<b>Grand Total</b>	<b>182,436</b>	<b>160,174</b>	<b>160,079</b>	<b>178,233</b>	<b>184,982</b>	<b>217,878</b>	<b>241,315</b>

\* Note: The outstanding claims listed in the above table include both actionable and un-actionable claims. Un-actionable claims are claims that the department is unable to process whilst waiting for further information from either the claimant or from a third party.

d) The following table represents the monthly average age of claims outstanding by benefit type for the current financial year 1 July 2016 to 31 January 2017.

Benefit Name	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
ABSTUDY	9.0	9.9	10.4	10.4	11.9	17.0	17.2
Abstudy - PES	7.8	7.4	12.0	8.9	18.8	16.2	10.1
ABSTUDY - Schooling Applicant	5.6	7.6	9.1	10.0	6.6	11.4	9.7
Age Pension	55.2	55.1	45.5	42.8	41.5	47.5	52.4
Assistance for Isolated Children	30.5	119.3	96.7	66.6	114.5	94.9	48.6
Austudy	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<b>Benefit Name</b>	<b>Jul 2016</b>	<b>Aug 2016</b>	<b>Sep 2016</b>	<b>Oct 2016</b>	<b>Nov 2016</b>	<b>Dec 2016</b>	<b>Jan 2017</b>
Bereavement Allowance	12.8	16.4	12.5	7.6	8.6	20.4	27.5
Carer Allowance	24.7	26.5	22.1	24.1	25.7	32.7	40.0
Carer Payment	34.2	31.8	32.9	36.1	36.0	40.9	43.8
Child Care Approved - LSC	8.1	12.3	7.7	8.4	23.4	23.1	19.2
Child Care Benefit for Approved Care	19.3	14.2	15.1	16.2	19.6	25.4	22.0
Child Care Benefit for Registered Care	8.6	9.9	7.0	8.5	12.3	22.2	24.0
Dad and Partner Pay	5.4	5.9	7.5	15.8	11.7	12.6	13.7
Disability Support Pension	36.1	30.8	29.6	34.1	33.7	37.9	40.7
Double Orphan Pension	12.8	15.5	20.0	16.6	16.4	26.8	20.3
Family Tax Benefit	24.8	18.9	20.3	21.4	26.4	34.9	36.5
Low Income Card	13.4	11.9	14.5	14.5	25.0	33.9	35.0
Mobility Allowance	9.6	9.3	9.0	8.7	11.4	20.5	13.8
Newstart Allowance	9.4	9.5	10.7	10.5	11.5	19.5	14.6
Paid Parental Leave	7.1	6.8	8.1	11.2	11.9	13.4	12.4
Parenting Payment - Partnered	12.9	13.8	14.7	15.5	18.7	26.8	22.4
Parenting Payment - Single	11.8	11.9	13.3	13.5	17.0	26.7	23.7
Pensioner Education Supplement	74.7	67.8	40.9	43.0	41.1	47.2	31.4
Senior Health Card	16.6	16.9	18.5	23.9	26.5	32.2	39.1
Sickness Allowance	12.4	11.8	12.9	14.2	18.2	24.0	23.7
Special Benefit	9.1	8.8	10.2	12.3	13.4	17.8	14.1
Stillborn Baby Payment	8.5	6.8	7.7	13.7	25.7	30.5	33.8
Widow Allowance	16.4	12.5	10.6	22.4	15.4	21.3	40.2
Youth Allowance (Jobseeker)	12.5	12.3	17.6	15.6	16.4	21.7	16.8
Youth Allowance (Student)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>25.3</b>	<b>24.5</b>	<b>21.2</b>	<b>21.1</b>	<b>23.7</b>	<b>28.8</b>	<b>28.2</b>

\* Note: The average days to process claims listed in the above table includes claims that were held for a period of time while waiting for additional information to be supplied from either the claimant or a third party.

e) KPI relates to performance over a full financial year and allows for seasonal peaks and troughs. As such, it is not possible to compare monthly data to an annual KPI.