

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Key Performance Indicators - Centrelink Claims Processing

Question reference number: 30 (HS 31)

Senator: Watt

Type of question: Written

Date set by the committee for the return of answer: 2 December 2016

Number of pages: 2

Question:

Can you provide the key performance indicators and year to date performance for national and service zone processing service outcomes by quarter for the last two financial years, for the following payment types;

- a) ABSTUDY (ABY) - New Claim?
- b) ABSTUDY Schooling A (ABT) - New Claim?
- c) Age Pension - New Claim?
- d) AIC Student (EIS) - New Claim?
- e) Austudy - Abridged Claim?
- f) Austudy - New Claim?
- g) Bereavement Allowance - New Claim?
- h) Carer Allowance - New Claim?
- i) Carer Payment - New Claim?
- j) Child Care Benefit (Approved Care) - Excl Lump Sum Claims?
- k) Child Care Benefit (Approved Care) - Lump Sum Claims?
- l) Child Care Benefit (Registered Carer)?
- m) Dad and Partner Payment?
- n) Disability Support Pension - New Claim?
- o) Double Orphan Pension?
- p) Family Tax Benefit?
- q) Low Income Card - New Claim?
- r) Mobility Allowance - New Claim?
- s) Newstart Allowance - Abridged Claim?
- t) Newstart Allowance - New Claim?
- u) Paid Parental Leave?
- v) Parenting Payment Partnered - New Claim?
- w) Parenting Payment Single - New Claim?

- x) Pensioner Education Supplement - New Claim?
- y) Pensioner Education Supplement (ABSTUDY) - New Claim?
- z) Seniors Health Care Card - New Claim?
- aa) Sickness Allowance - New Claim?
- bb) Special Benefit - New Claim?
- cc) Stillborn Baby Payment?
- dd) Widow Allowance - New Claim?
- ee) Youth Allowance (other) - Abridged Claim?
- ff) Youth Allowance (other) - New Claim?
- gg) Youth Allowance (student) - Abridged Claim?
- hh) Youth Allowance (student) - New Claim?

Answer:

Please refer to Attachment A for a table providing national processing performance outcomes by quarter for the last two financial years, for the above listed payment types.

The preparation of an answer showing the performance outcomes at the service zone level would require an unreasonable diversion of departmental resources.