

## Senate Community Affairs Legislation Committee

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

#### Department of Human Services

**Topic:** Age Pension - Processing and Financial Hardship Applications

**Question reference number:** 37 (HS 38)

**Senator:** Watt

**Type of question:** Written

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

**Number of pages:** 1

#### **Question:**

For each of the below periods what was the average processing time for age pension claims and what was the proportion of applicants (as a percentage) who applied for financial hardship assistance while waiting for assessment:

- a) 2012/13?
- b) 2013/14?
- c) 2014/15?
- d) The year to date?

#### **Answer:**

The average time to process Age Pension claims by financial year is as follows:

<b>Financial Year</b>	<b>Average Time Taken to Process</b>	<b>Claims Submitted</b>
2012/13	31 days	153,077
2013/14	35 days	151,161
2014/15	34 days	175,570
2016/17 (to 30 December)	57 days	85,087

The department has only recently begun collecting data on the number of hardship claims received. It is therefore not possible to determine whether an increase in hardship requests has occurred.