

Senate Standing Committee on Education and Employment

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2013-2014**

Agency - Comcare

Department of Employment Question No. EM0114_14

Senator Bilyk asked on 21 November 2013, Hansard page 35

Question

Comcare - Length of time taken for case

Senator BILYK: But why did it take four months to request a treatment plan from her psychologist? Mr O'Connor: I will take that on notice and we will be able to update you, as we have been doing.

Answer

Ms Excell foreshadowed a change of psychologist in a phone call in April this year, but did not provide any details of the new provider or when this change was expected to occur. Ms Excell did not provide this information in any of the numerous communications with Comcare in the intervening period. Ms Excell's treatment plan is current until March 2014. It was therefore only when the new provider (a member of the same practice) was referenced in a 15 November email from her rehabilitation provider that it became apparent the change had taken place. Comcare requested a treatment plan from her new psychologist within eight days of recognising the change.

Ms Excell's psychology treatment has not been interrupted and she has not been disadvantaged by the delay.