

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**BUDGET ESTIMATES 2017-18**

Finance Portfolio  
24-25 May 2017

**Department/Agency:** CSC  
**Outcome/Program:** General  
**Topic:** Member complaints

**Senator:** McAllister

**Question reference number:** F125

**Type of question:** Hansard Proof, 24 May 2017, F&PA Committee, Pages 33

**Date set by the committee for the return of answer:** Friday, 7 July 2017

**Number of pages:** 1

**Question:**

**Senator McALLISTER:** And that is what I am trying to understand. In terms of the current profile of complaints, you described a range of factors that tend to drive complaints.

**Mr Carrigy-Ryan:** I have not got them with me. I can get a breakdown for our PSSap scheme, which is probably more typical in terms of the industry, given the nature of the benefit, and give you what the current top 5 is in that regard.

**Senator McALLISTER:** That would be very helpful, thanks.

**Answer:**

Below are the top 3 complaints for PSSap for the period 1 March to 31 May 2017:

1. Delays in allocating contributions – 13
2. Automatic Insurance cover – 12
3. Delay in processing benefits – 2

The other complaints were all single complaints in relation to fee deductions, insurance claim delays and fund rules.