

EDUCATION, SCIENCE AND TRAINING

SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2003-2004 BUDGET ESTIMATES HEARING

Outcome: 1 and 2
Output Group: 1.2 Assistance for individuals including those with special needs
2.5 Assistance for post school students including those with special needs

DEST Question No. E126_04

Senator Crossin asked on 3 June 2003. EWRE Hansard page 262

Question:

I am wondering if there is an optimum time between when Centrelink gets the form and when they make a payment.

Answer:

Processing time for ABSTUDY applications

Centrelink has provided the following response.

Centrelink has established a Key Performance Indicator relating to the processing of payments. The Performance Indicator is to process payments promptly with the benchmark of processing all payments within 21 days of claim lodgement for at least 70 percent of customers.