

Senate Standing Committee on Education Employment and Workplace Relations

**QUESTIONS ON NOTICE
Budget Estimates 2011-2012**

Outcome 5 - Workplace Relations

DEEWR Question No. EW0491_12

Senator Abetz provided in writing.

Question

GEERS Process

In relation to the General Employee Entitlements and Redundancy Scheme (GEERS):

1. What is the average wait time?
2. Is it correct that it can take up to 7 months?
3. What measures are there in place to ensure the process is as quick as possible?

Answer

1. Over the period 1 July 2010 to 30 June 2011, the average time taken to process an employee's initial claim has been 12.75 weeks.
2. Over 88 per cent of claims in 2010-11 were processed within 16 weeks of receipt, which is well above the relevant key performance indicator for timeliness of processing claims. However, some claims do take longer to process. This is because some cases can be particularly complex, meaning that claims are difficult to determine. For instance, there may be very complex employment arrangements or the quality of the company books and records are poor.

However, this situation is fairly unusual. Of the 18 252 initial claims processed in 2010-11, 290 (1.6 per cent) took 7 months or more to process.

3. The department continually strives to process claims as quickly as possible. There are two Key Performance Indicators (KPI) relating to the timeliness of processing claims contained in the Portfolio Budget Statements. These KPIs and the department's performance against them are set out in the table below.

Timeliness of Processing GEERS Claims	2010-11
KPI: Timeliness of processing GEERS claims: 80% processed within 16 weeks of receipt.	88.6%
KPI: Timeliness of processing GEERS claims: 98% processed within 4 weeks of receipt of verified entitlement data (from insolvency practitioner).	98.9%