

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2012-2013**

Outcome 1 – Early Childhood, Working Age and Indigenous Participation

DEEWR Question No. EW0337_13

Senator Nash asked on 30 May 2012 , Hansard page 42

Refers to previous DEEWR question number EW1163_12.

Question

Approval of Special Child Care Benefit

Senator NASH: That would be useful. Do you have any sense of the time frame for the approval of cases that require additional information? Ms Taylor: No. I will take that on notice. It is again a matter for DHS. But it depends really on whether you have to go back one, two or three times. For example, if there are some medical certificates to be got as well as some other information that may go, for example, to financial hardship—if you are trying to collect multiple pieces of information, some will be more complex than others. But I will take that on notice. Senator NASH: If you could. Perhaps you could get an average and see if there is any kind of comparative data from the end six months of last year to the beginning of this year to see if there is any trend change and how that is working. That would be great.

Answer

The standard processing timeframe for Special Child Care Benefit claims is five working days from date of receipt. If a claim requires further evidence from a child care service to enable a decision to be made, the processing time is extended.

The Department of Human Services gives the service 14 days in which to provide the additional evidence. Generally the Department of Human Services is able to assess an application within 14 days depending on how quickly the additional information is provided.