Agency   *Comcare*

DEEWR Question No.   **EW604_10**

Senator Marshall asked on 21 October 2009, EEWR Hansard page 21.

Question

Duration of initial liability determinations

CHAIR—I accept that there may be some claims. Can you tell me on notice how many claims are outside the required time and by how much? I will leave it to your discretion to bunch that into—
Mr O'Connor—Yes.
CHAIR—You might say more than five days, more than 10 days, more than 15 days et cetera, right up to the maximum amount.
Mr O'Connor—Yes.

Answer

Comcare has provided the following response:

Each year, the Safety, Rehabilitation and Compensation Commission (SRCC) sets targets for the average time taken to determine new claims for determining authorities in the Comcare scheme.

In 2008-09, the performance targets for Comcare were 10 to 20 days for new compensation claims for injury and 45 to 55 days for new compensation claims for disease.

In 2008-2009 Comcare, on average, determined new compensation claims for injuries in 24 days and new compensation claims for disease in 65 days.

While Comcare was not within the target range in 2008-09, performance to date indicates that current initiatives aimed at improving claims management processing are yielding positive results. Improvements are evident when compared to Comcare's 2007-08 results: a five-day improvement for the processing of injury claims and a two-day improvement for disease claims. Comcare expects that the strategies it is employing will see continued improvement in its performance over the coming year.

The tables below provide more detailed information on the time taken by Comcare to determine injury and disease claims in 2008-09.

Injury Claims - Days	Number of claims determined
<20	1147
<30	222
<60	270
<90	115
<120	56
>120	14
Total	1824

Disease Claims - Days	Number of claims determined
<55	1083
<60	55
<90	314
<120	400
<150	271
<180	64
>180	13
Total	2200