

Senate Standing Committee on Finance and Public Administration

ANSWERS TO QUESTIONS ON NOTICE

Human Services Portfolio

Additional Estimates 2006-2007, 13th and 16th February, 2007

Question: HS5

Agency: Centrelink

Outcome 1, Output 1.1

Topic: Customer Claims

Hansard Page/Written Question on Notice: Hansard Page F&PA 143

SENATOR LUNDY asked on 13/02/2007:

Senator LUNDY—How many customer claims were granted in the period from the end of June 2006 to December 2006? I think that is the period you are able to work with.

Mr Whalan—We will not have that figure.

Senator LUNDY—Could you take that on notice?

Mr Whalan—We can take that on notice.

Senator LUNDY—Would you be able to get it for Friday?

Mr Whalan—I do not know.

Senator LUNDY—How many customer claims were rejected in that period and what are the figures for rejections and grants of claims in the whole 2005-06 financial year?

Mr Whalan—I will have to take those on notice.

ANSWER:

Table 1 – Claims granted and rejected during the period 1 July – 30 December 2006¹

1 July – 30 December 2006	Granted	Rejected
Total	1,223,435	270,411

Table 2 - Claims granted and rejected during 2005-06 financial year¹

2005-06	Granted	Rejected
Totals²	1,777,793	473,347

To prepare this answer it has taken approximately 4 hours and 26 minutes at an estimated cost of \$243.

¹ This does not include those customers continuing on payment or where the claim is processed as a transfer to another payment.

Family Tax Benefit and Child Care Benefit Lump Sum claims are not included because this data is not readily available.

Any claims processed through Medicare are not included in this data.

² FAO data for 2005-06 financial year is not readily available. Data from 1 July 2006 is available and included in Table 1.