

Senate Standing Committee on Finance and Public Administration

BUDGET ESTIMATES – 27 MAY 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Objections

Question reference number: HS13

Senator: FIFIELD

Type of question: Hansard, F&PA page 97

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Question:

Senator FIFIELD—What about the 22,000 internally reviewed cases? How many of those had the decision changed in some way?

Ms Godwin—The report I have here does not have the figures. There are approximately 22,000 objections, and approximately one-third of them are upheld; in other words, the objection is found to be in favour of the customer. I can give you those precise figures on notice.

Answer:

In the 2008-09 financial year, there were 20,336 objections lodged by customers regarding a decision made by the Child Support Program (CSP). Upon review, CSP changed the original decision in some way in 5,249 cases (25.81 per cent of the time).

In the 2009-10 financial year to the end of May, there have been 17,982 objections lodged with the CSP. The original decision has been changed in some way in 4,220 of these cases, (23.47 per cent of the time).