

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Territory Families:

Seniors Recognition Scheme

1. As at 18 December 2018, how many Seniors have lodged claims for travel reimbursement with Territory Families?
 2. What is the average wait time for a claim to be processed?
 3. What is the longest recorded wait time for a claim to be processed?
 4. Between 1 July 2018 and 30 September 2018, how many claims have taken longer than 10 working days to process?
 5. Between 1 July 2018 and 30 September 2018, how many claims have been refused?
 6. How many Seniors personally attend each Territory Families shopfront? Please break down for Casuarina, Palmerston, Katherine etc
 7. How many complaints have been made to Territory Families regarding the Seniors Recognition Scheme?
 8. Why is HelloWorld travel the only approved vendor for flight bookings in Darwin / Palmerston?
 9. How many Seniors have confirmed their details to access the Concession Scheme and the Seniors Recognition Scheme?
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