

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Territory Families:

**Seniors Recognition Scheme Travel Vouchers**

1. **Would you please advise, since 20 December 2018:**

a. **How many Seniors have lodged claims for travel reimbursement with Territory Families?**

**ANSWER:**

From 20 December to 31 March 2019, a total of 4,014 travel claims by members and vendors had been lodged for reimbursement with Territory Families. Of these, 3,291 travel claims had been paid and 723 were awaiting processing.

b. **What is the average wait time for a travel reimbursement claim to be processed?**

**ANSWER:**

The average wait time for a claim to be processed cannot be accurately reported due to data limitations. The oldest payment in the travel processing queue is used as a proxy to measure average wait times. As at 4 April 2019, the oldest travel reimbursement in the processing queue was 31 days.

The required claim processing time is 30 days. Since December 2018 processing timeframes have significantly reduced.

c. **What is the longest recorded wait time for a travel reimbursement claim to be processed?**

**ANSWER:**

Twelve weeks is the longest known wait time for a travel reimbursement to be paid.

d. **How many complaints have been made to Territory Families regarding the Seniors Recognition Scheme?**

**ANSWER:**

From 1 July 2018 to 31 March 2019 a total of 49 complaints were received in relation to the Seniors Recognition Scheme including 35 complaints regarding payment delays.

Territory Families is continuing to work on ways to improve administrative efficiency in the Seniors Recognition Scheme and closely monitor payment processing timeframes.