

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?**

ANSWER:

Data is captured at periodic intervals. The closest date to 18 December 2018 that can be used to answer this question is 20 December 2018.

From 1 July 2018 to 20 December 2018, a total of 2,810 members have lodged claims for travel reimbursement with Territory Families.

- 2. What is the average wait time for a claim to be processed?**

ANSWER:

The average wait time for a claim to be processed cannot be accurately reported due to data limitations. Anecdotal evidence provides that the average wait time up to December 2018 was eight weeks.

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

- 3. What is the longest recorded wait time for a claim to be processed?**

ANSWER:

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

- 4. Between 1 July 2018 and 30 September 2018, how many claims have taken longer than 10 working days to process?**

ANSWER:

The Scheme operates under a 30 day payment regime, therefore payments are not generally processed within 10 working days.

- 5. Between 1 July 2018 and 30 September 2018, how many claims have been refused?**

ANSWER:

The Scheme only refuses claims that do not meet policy. Customer Service Officers assist members to submit only valid claims and the Scheme does not statistically record the number of members who do not proceed with a claim due to not meeting policy requirements.

- 6. How many Seniors personally attend each Territory Families shopfront? Please break down for Casuarina, Palmerston, Katherine etc.**

ANSWER:

From July 2018 to December 2018, a combined average of 670 customers per week attended the Casuarina and Palmerston shopfronts which provide dedicated service to NT Concession Scheme and NT Seniors Recognition Scheme members.

A historical breakdown by demographic or location is not recorded. However, for the week ending 21 December 2018, a total of 308 customers attended the Palmerston shopfront and 980 customers attended the Casuarina shopfront.

In Katherine, Alice Springs, Nhulunbuy and Tennant Creek, Territory Families shopfronts provide a shared service for all Territory Families clients and the number of NT Concession Scheme and NT Seniors Recognition Scheme members attending the shopfronts are not recorded.

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

ANSWER:

Since 1 July 2018, a total of 50 complaints have been responded to by Territory Families regarding the NT Seniors Recognition Scheme.

- 8. Why is HelloWorld travel the only approved vendor for flight bookings in Darwin / Palmerston?**

ANSWER:

There are three approved travel vendors operating in Darwin and Palmerston that are able to book air travel for the member. These are: Helloworld Travel Darwin, Helloworld Travel Nightcliff and MTA travel. MTA travel is a mobile travel agent operating within the Darwin and Palmerston region.

Flight Centre is also an approved travel vendor and is currently setting up to commence services under the new Scheme. They are expected to commence services to NT Seniors Recognition Scheme members in 2019.

- 9. How many Seniors have confirmed their details to access the Concession Scheme and the Seniors Recognition Scheme?**

ANSWER:

As at 28 December 2018, 10,592 senior members have confirmed their details for access to the NT Concession Scheme and the NT Seniors Recognition Scheme.