

ESTIMATES COMMITTEE

Question Taken on Notice

Question Number: 4.7

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Date: 12 June 2025

From: Mr Dheran Young

To: Hon Jinson Charls MLA

Portfolio: Youth, Seniors and Equality

Agency: Department of People, Sport and Culture

Subject: **NT Concession Scheme – Timeframes for Processing Applications**

QUESTION:

What is the processing time on receiving a concessions application to receiving the concession benefits?

ANSWER:

If the applicant has provided all the required documentation, there is a 30-Day Service Level Agreement (20 business days) with providers. This starts from the day the Northern Territory Concessions Unit (NTCRU) receives the application and ends on the day the NTCU processes the application.

Once an applicant becomes a member, they need to provide their membership details to vendors such as Jacana, Power and Water Corporation and Motor Vehicle Registry to start receiving concessions.