



Standing Committee on Planning, Transport and City Services

Inquiry into Annual and Financial Reports 2022-2023

ANSWER TO QUESTION TAKEN ON NOTICE

Asked by Mr Peter Cain MLA on 20 November 2023: Mr Rampton took on notice the following question(s):

Reference: Hansard proof transcript 20 November 2023, page 67

In relation to: Pothole insurance claim staff breakdown

MR CAIN: And what is the full-time equivalent of staff who are actually working on these claims?

Mr Rampton: At the moment we have four staff members working on it and a full-time equivalency, but also we have some additional assistance coming from ACTIA to support our claim processing system.

MR CAIN: And what is the breakdown of the level of these staff?

Mr Rampton: They range from—

MR CAIN: Those four, I guess.

Mr Rampton: Yes, there are four. I will need to take that one on notice just to give you an accurate account of that one.

Mr Chris Steel MLA: The answer to the Member's question is as follows: —

The Roads ACT claims team is made up of four key members. The claims manager is an FOI/claims officer and is an Administrative Services Officer Class 6 (ASO6). The three remaining staff members are all claims officers at the Administrative Services Officer Class 4 (ASO4) level. The team is overseen by the Roads ACT Senior Director of Business Support (Senior Officer Grade A).

Recently there has also been two team members from the ACT Insurance Authority (ACTIA) assisting the Roads ACT claim team with assessments.

Approved for circulation to the Standing Committee on Planning, Transport and City Services

Signature:



Date: 28/11/23

By the Minister for Transport and City Services, Mr Chris Steel MLA