



Standing Committee on Planning, Transport and City Services

Inquiry into Annual and Financial Reports 2021-2022

ANSWER TO QUESTION ON NOTICE

Asked by Nicole Lawder MLA:

Reference: Hearing on 8 November 2022, Annual Report of Transport Canberra and City Services Directorate.

In relation to: Pothole compensation claims.

- 1) What is the average number of days it takes for a pothole-related compensation claim to be paid out by the ACT Government? ie from when submitted to when paid.
- 2) How many are paid within 30 days of submitting?
- 3) How many are paid within 31-60 days?
- 4) How many take more than 60 days to pay out?

CHRIS STEEL MLA: The answer to the Member's question is as follows:—

The data below is based on claims submitted and paid during 2022 (up to 31 October 2022).

- 1) 47 working days.
- 2) 21 within 30 days.
- 3) 19 within 31-60 days.
- 4) 11 over 60 days.

Roads ACT allows 60 working days to assess applications for reimbursement. Please note the timeframes stated above are measured from when the Roads ACT claims team registers the claim, to the date the payment request is submitted to Shared Services for processing.

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

Signature:

Date:

22/11/22

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