MR HOPPER ASKED THE MINISTER FOR NATURAL RESOURCES AND WATER AND MINISTER ASSISTING THE PREMIER IN NORTH QUEENSLAND (MR WALLACE)—

QUESTION:

With reference to the Home WaterWise scheme and also to his answer to Question on Notice No. 1408 for 2006 in which he was able to provide details of the number of applications processed for applicants in the electorate of Yeerongpilly—

Will he provide details of (a) the number and value of rebate applications received under the Home WaterWise Rebate Scheme since its inception, including a breakdown by electorate, (b) how many and the value of rebates paid out to date under the scheme, including a breakdown by electorate, (c) how many rebates have been paid in (i) less than sixty days and (ii) more than sixty days, including a breakdown by electorate for both and (d) what is the average time for a water rebate to be processed and paid out?

ANSWER:

(a)   While I was able to supply some basic information for the electorate of Yeerongpilly, it was a one-off task. To record the data on an electorate basis would take too much valuable time that should be used to process applications. Accordingly no statewide electorate breakdown is kept.

(b)   As at 7 February, 2007, the HWRS had approved rebate payments totalling $19.204M.

(c)   As at 7 February, 2007, 38,409 applications have been approved for payment. Whilst the HWRS database can calculate an average processing time, it does not have the capacity to report on individual processing times in terms of being more than or less than 60 days.

(d)   As at 7 February 2007, average processing times were:
  • 57 days for South East Queensland;
  • 23 days for rest of State; and

The high volume of applications is partially responsible for the number of days required to process South East Queensland applications. In addition, large numbers of applications were not completed correctly and required further information. The application form for rebates is being simplified to help reduce this high proportion of incorrect applications and, along with increased staffing, this should result in better processing times.