



## Document created in accordance with section 17 of the *Freedom of Information Act 1982 (Cth)*

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FOI reference number: 36781

IR reference number: 38143

### FOI Request details:

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*'...The percentage of high impact errors, (HIE), by each quarter in 2019/2020 for the following:*

- : MRCA Initial Liability Claims,*
- : DRCA Initial Liability Claims,*
- : MRCA Permanent Impairment, and*
- : DRCA Permanent Impairment.*

*I request that each of the above categories be further broken up to include the following:*

- : Number of cases checked.*
- : Total number of work elements.*
- : Number of work elements with HIE.*
- : HIE correctness rate, and*
- : Average work elements per case to one decimal point...'*

### IR Request details:

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*'...I am writing to request an internal review of my FOI request .*

*This is a most disappointing response as this request was identical to one made 12 months earlier for the 2018-19 financial year. On 29 July 2019 I received the requested information for the first three quarters.*

*I later lodged an FOI request for the final quarter of 2018-19, a request that was completed in full.*

*I find it unacceptable that the same information requested under FOI can be provided inside the required timelines last year, yet, this year, you refuse to release the same information.*

*I also note, "the relevant business area advised that they are currently in the process of checking cases and compiling data for annual reporting requirements and that information will not be available until later on in 2020."*

*May I respectfully suggest the comment about, "checking cases and compiling data for annual reporting requirements..." could well be untrue. I say this as DVA's Annual Report to the Minister was signed off by the Secretary and others on 2 August 2018, (for 17-18), and 8 August 2019, (for 18-19). I again note your refusal was dated 31 August 2020. I trust this is not game playing on your part.*

*I request this matter be finalized in full by no later than 30 September 2020. Failure to do so will leave me with no alternative but to write to the Minister and send it via my Federal MP.*

*Please note that earlier today I lodged a formal complaint about this FOI request that you refused...'*

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MRCA Liability	Number cases checked	Total number of work elements	Work elements with HIE	HIE Correctness Rate
Quarter 1	24	95	4	95.8%
Quarter 2	24	75	13	82.7%
Quarter 3	24	61	8	86.9%
Quarter 4	24	54	3	94.4%

DRCA Liability	Number cases checked	Total number of work elements	Work elements with HIE	HIE Correctness Rate
Quarter 1	24	89	4	95.5%
Quarter 2	24	96	6	93.8%
Quarter 3	24	86	5	94.2%
Quarter 4	24	61	9	85.2%

MRCA Permanent Impairment	Number cases checked	Total number of work elements	Work elements with HIE	HIE Correctness Rate
Quarter 1	36	82	10	87.8%
Quarter 2	36	67	13	80.6%
Quarter 3	36	67	10	85.1%
Quarter 4	36	64	14	78.1%

DRCA Permanent Impairment	Number cases checked	Total number of work elements	Work elements with HIE	HIE Correctness Rate
Quarter 1	21	40	6	85%
Quarter 2	21	39	4	89.7%
Quarter 3	21	38	4	89.5%
Quarter 4	21	38	1	97.4%