

FOI DOF/2025-0622

Request

1. Could you please tell me the average time between submission of choice and payment of arrears for McCloud choices submitted to the Department of Finance?

DoF Response

I can confirm the Department holds the information requested.

Issuing all outstanding Remediable Service Statements to affected members remains a departmental priority, in accordance with legislative requirements.

A small, dedicated team has recently begun processing returned choices for payment. These are currently being processed in order of receipt. Due to the complexity and volume of cases received to date, the current average time between submission of choice and payment of arrears for McCloud choices is 12 months.

As the work on the Remediable Service Statements progresses, resources will be reallocated to process payments, which will help reduce the average time. To keep members informed, a payment timeline will be published on our website shortly showing progress and anticipated timeframes for payment of arrears.