

## Social Security and Welfare Claims Processing Summary

Claim type	Key Performance Measure		
	Target	2019–20 result (%)	2020–21 result (%) as at 30 Sept 2020
ABSTUDY – Pensioner Education Supplement	≥ 70% within 21 days	64.6%	95.8%
ABSTUDY	≥ 70% within 21 days	64.4%	92.5%
Age Pension	≥ 80% within 49 days	64.8%	96.6%
Assistance for Isolated Children	≥ 70% within 21 days	53.0%	99.5%
Austudy	≥ 85% within 42 days	64.8%	94.2%
Carer Allowance	≥ 85% within 49 days	82.4%	97.6%
Carer Payment	≥ 80% within 49 days	75.8%	96.1%
Commonwealth Seniors Health Card	≥ 80% within 28 days	67.8%	88.3%
Crisis Payment	≥ 90% within 2 days	92.7%	92.7%
Dad and Partner Pay	≥ 85% within 21 days	91.8%	95.1%
Disability Support Pension	≥ 70% within 49 days	78.7%	86.1%
Double Orphan Pension	≥ 80% within 56 days	83.1%	93.6%
Family Tax Benefit	≥ 70% within 33 days	88.1%	93.1%
JobSeeker Payment	≥ 80% within 16 days	92.2%	91.9%
Mobility Allowance	≥ 85% within 42 days	91.0%	99.7%
Paid Parental Leave	≥ 85% within 21 days	89.4%	93.3%
Parenting Payment - Partnered	≥ 80% within 28 days	60.4%	91.7%
Parenting Payment - Single	≥ 90% within 21 days	54.7%	88.8%
Pensioner Education Supplement	≥ 70% within 21 days	50.7%	97.7%
Special Benefit	≥ 80% within 21 days	70.0%	95.3%
Stillborn Baby Payment	≥ 80% within 21 days	88.8%	91.2%
Youth Allowance - Jobseeker	≥ 70% within 21 days	69.9%	86.6%
Youth Allowance - Student	≥ 80% within 42 days	57.8%	94.5%