

In the 2022-23 FY, per processing work types for Social Security and Welfare, Health, Child Support and Emergency Payments respectively, what was the average number of days taken to process a claim?

NB. The agency reports on average days to process

Average days to Process SSW claims		
Service Reason	FY 2021-22	
	2021-22	2022-23
ABSTUDY	10	17
ABSTUDY - PES	6	8
Additional Child Care Subsidy - Child Wellbeing Application	3	5
Additional Child Care Subsidy - Temporary Financial Hardship	21	26
Age Pension	35	33
Assistance for Isolated Children	0	0
Austudy	27	26
Carer Allowance	37	40
Carer Payment	44	45
Crisis Payment	2	2
Dad and Partner Pay	14	20
Disability Support Pension	40	46
Double Orphan Pension	15	10
Family Tax Benefit Lump Sum	19	25
Family Tax Benefit New Claim	32	48
Farm Household Allowance	23	30
JobSeeker Payment	9	11
Low Income Card	16	16
Mobility Allowance	32	25
Paid Parental Leave	17	23
Parenting Payment Partnered	16	17
Parenting Payment Single	16	16
Pensioner Education Supplement	13	19
Seniors Health Card	19	14
Special Benefit	7	11
Stillborn Baby Payment	8	9
Tertiary Access Payment	N/A	17
Youth Allowance Jobseekers	13	14
Youth Allowance Full Time Student	27	27

Average days to Process Health Work		
Programme	FY 2021-22	
	2021-22	2022-23
eBusiness	9	13
C&A – Payments (Claims & Assessing)	25	48
Medicare SafetyNet	15	11
AODR (Australian Organ Donor Register)	13	9
PBS Safety Net (Pharmaceutical Benefits Scheme)	34	35
Bulk Bill	2	4
HI ehealth (Health Care Identifiers)	8	7
Incentives	1	1
Pathology	12	5
ASAR (Australian Sonographer Accreditation Registry)	26	0
Medicare Eligibility	19	22
MES (Medicare Eligibility Statements)	38	15
Enquiry	21	14
Aged Care	11	24
VMP (Visiting Medical Practitioner)	N/A	N/A
AIR COVID (Australian Immunisation Register)	1	3
eServices	6	18
PBS Stationery Orders (Pharmaceutical Benefits Scheme)	3	4
Data Integrity	48	228
EBPRP (External Breast Prostheses Reimbursement Program)	6	8
RTS (Return to Sender)	15	18
RAAHS (Remote Area Aboriginal Health Services)	15	11
C&A - Patient Claims (Claims & Assessing)	6	10
Prescription Shopping	9	18
Public Email Enquiries	N/A	N/A
Provider Registration	15	13
PBS Written Authority Prescriptions (Pharmaceutical Benefits Scheme)	2	2
ACETI (Aged Care Immunisation Register)	13	7
Disaster Health Care Assistance Scheme	19	13
C&A – VAP (Claims & Assessing – Veteran Affairs Processing)	2	2
AIR (Australian Immunisation Register)	6	4
PBS Pharmacy Claims (Pharmaceutical Benefits Scheme)	12	17
LSPN (Location Specific Practice Number)	3	4
Complex Drugs	3	3
PSO (Programme Support Officer)	12	3
NAT Office (National Office)	40	95
Organisation Register	0	9
Adjustments	116	122
Simplified Billing	2	3
PBS Patient Refunds (Pharmaceutical Benefits Scheme)	40	43

Average days to Process Emergency claims				
Service Reason	FY 2021-22		FY 2022-23	
	Granted	Finalised	Granted	Finalised
Australia Government Disaster Recovery Payment and Disaster Recovery Allowance	2	5	3	9
Pandemic Leave Disaster Payment	2	2	2	3
High-Risk Settings Pandemic Payment	N/A	N/A	3	4