

SSW Average Days to Process

Service Reason	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FYTD 31 Aug 23
ABSTUDY - Non-Schooling A	25	28	21	13	20	21
ABSTUDY - PES	27	26	15	6	8	9
ABSTUDY - Schooling A	15	23	9	4	9	13
ACCS CWB Application	4	3	2	3	5	12
ACCS Grandparent	10	12	4	5	13	56
ACCS Temporary Financial Hardship	32	35	18	21	26	68
ACCS Transition to Work	24	49	21	45	39	98
Age Pension	75	52	14	35	33	61
Assistance for Isolated Children	38	41	0	0	0	0
Austudy	44	40	23	27	26	37
Bereavement Allowance	16	15	N/A	N/A	N/A	N/A
Carer Allowance	59	49	15	37	40	47
Carer Payment	64	56	19	44	45	52
Child Care Subsidy	23	20	6	11	13	23
Crisis Payment	1	1	1	2	2	2
Dad and Partner Pay	19	12	6	14	20	56
Disability Support Pension	88	84	33	40	46	80
Double Orphan Pension	32	32	22	15	10	8
Family Tax Benefit Lump Sum	22	19	9	19	25	9
Family Tax Benefit New Claim	36	20	13	32	48	46
Farm Household Allowance	49	41	18	23	30	28
JobSeeker Payment	N/A	8	7	9	11	29
Low Income Card	31	48	8	16	16	48
Mobility Allowance	24	21	14	32	25	23
Newstart Allowance	24	26	7	N/A	N/A	N/A
Paid Parental Leave	21	13	8	17	23	26
Parenting Payment Partnered	58	35	10	16	17	58
Parenting Payment Single	48	35	10	16	16	45
Pensioner Education Supplement	44	50	15	13	19	21
Seniors Health Card	73	31	11	19	14	39
Sickness Allowance	52	39	7	N/A	N/A	N/A
Special Benefit	29	23	9	7	11	25
Stillborn Baby Payment	10	11	9	8	9	14
Youth Allowance Jobseekers	27	24	10	13	14	36
Youth Allowance Students	44	41	19	27	26	35