Senate Select Committee on COVID-19

INQUIRY INTO THE AUSTRALIAN GOVERNMENT'S RESPONSE TO THE COVID-19 PANDEMIC

PUBLIC HEARING 30 April 2020

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: Jobseeker Payment

Question reference number: IQ20-000047

Member: Rachel Siewert
Type of question: Written
Date set by the committee for the return of answer: 8 May 2020

Number of pages: 1

Question:

What is the average, shortest and longest processing time for Jobseeker applications?

Answer:

From 16 March 2020 to 8 May 2020, Services Australia finalised 1,073,850 JobSeeker claims.

As at 8 May 2020:

- the average days to process a JobSeeker Payment claim was 10 days;

- the shortest time to process was 0 days; and

- the longest time to process was 49 days (this was a JobSeeker Payment claim that required a complex assessment).