

National & Service Zone Level Processing Performance Outcomes 2014-15, 2015-16 and 2016-2017

Service Reason / Claim Type	KPI Standard	FYTD Performance								
		2014-15				2015-16				2016-17
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
a) ABSTUDY (ABY) - New Claim	≥ 70% of payments processed within 21 days of claim lodgement	64.4%	70.8%	66.2%	61.8%	81.3%	76.3%	72.6%	70.2%	83.7%
b) ABSTUDY Schooling A (ABT) - New Claim	≥ 70% of payments processed within 21 days of claim lodgement	82.6%	90.6%	83.1%	83.5%	91.3%	91.2%	90.2%	89.6%	92.5%
c) Age Pension - New Claim	≥ 80% of payments processed within 49 days of claim lodgement	84.3%	84.1%	80.5%	80.3%	79.5%	77.4%	74.6%	73.8%	61.8%
d) AIC Student (EIS) - New Claim	≥ 70% of payments processed within 21 days of claim lodgement	82.9%	85.9%	80.3%	81.1%	86.6%	79.6%	64.1%	64.6%	79.4%
e) Austudy - Abridged Claim	N/A	47.4%	52.4%	51.7%	45.2%	48.0%	44.3%	39.1%	35.9%	58.1%
f) Austudy - New Claim	≥ 85% of payments processed within 42 days of claim lodgement	94.1%	94.2%	92.2%	77.5%	91.4%	89.4%	74.2%	61.2%	81.6%
g) Bereavement Allowance - New Claim	≥ 80% of payments processed within 21 days of claim lodgement	88.7%	89.8%	88.2%	88.6%	88.8%	88.8%	87.3%	87.5%	81.9%
h) Carer Allowance - New Claim	≥ 85% of payments processed within 49 days of claim lodgement	92.9%	91.8%	91.7%	91.9%	90.8%	84.4%	79.4%	80.5%	90.4%
i) Carer Payment - New Claim	≥ 80% of payments processed within 49 days of claim lodgement	89.1%	87.3%	87.1%	87.4%	86.3%	79.1%	74.2%	75.5%	87.8%
j) Child Care Benefit (Approved Care) - excl Lump Sum Claims	≥ 85% of payments processed within 14 days of claim lodgement	89.8%	89.7%	90.4%	88.4%	77.8%	81.5%	82.8%	83.2%	88.0%
k) Child Care Benefit (Approved Care) - Lump Sum Claims	≥ 85% of payments processed within 21 days of claim lodgement	88.7%	85.3%	86.3%	87.1%	78.3%	63.7%	68.0%	72.4%	95.8%
l) Child Care Benefit (Registered Care)	≥ 85% of payments processed within 14 days of claim lodgement	89.8%	91.3%	89.4%	88.0%	88.2%	89.6%	86.2%	87.4%	91.3%
m) Dad and Partner Payment	≥ 85% of payments processed within 21 days of claim lodgement	90.7%	90.9%	91.5%	91.4%	85.9%	88.3%	88.6%	89.7%	94.0%
n) Disability Support Pension - New Claim	≥ 70% of payments processed within 49 days of claim lodgement	84.4%	83.3%	78.8%	74.9%	50.7%	49.1%	48.8%	45.4%	65.7%
o) Double Orphan Pension	≥ 80% of payments processed within 56 days of claim lodgement	82.5%	83.2%	86.3%	87.1%	88.1%	91.1%	90.5%	91.2%	92.2%

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p) Family Tax Benefit	≥ 70% of payments processed within 33 days of claim lodgement	80.6%	78.6%	77.3%	75.2%	63.3%	61.6%	63.3%	65.5%	87.2%
q) Low Income Card - New Claim	≥ 80% of payments processed within 28 days of claim lodgement	94.7%	94.6%	92.8%	92.0%	94.5%	93.9%	92.2%	91.8%	93.0%
r) Mobility Allowance - New Claim	≥ 85% of payments processed within 42 days of claim lodgement	93.2%	92.1%	91.3%	90.5%	90.9%	89.8%	89.7%	89.2%	91.2%
s) Newstart Allowance - Abridged Claim	N/A	72.5%	68.2%	64.8%	62.7%	53.2%	53.3%	50.7%	55.2%	89.8%
t) Newstart Allowance - New Claim	≥ 80% of payments processed within 16 days of claim lodgement	79.1%	84.3%	85.1%	85.3%	86.0%	86.2%	83.7%	83.4%	82.9%
u) Paid Parental Leave	≥ 85% of payments processed within 21 days of claim lodgement	83.9%	85.7%	87.1%	87.0%	85.1%	87.1%	87.1%	88.3%	91.6%
v) Parenting Payment Partnered - New Claim	≥ 80% of payments processed within 28 days of claim lodgement	90.4%	90.4%	90.2%	89.9%	89.7%	89.0%	88.0%	87.1%	89.1%
w) Parenting Payment Single - New Claim	≥ 90% of payments processed within 21 days of claim lodgement	90.4%	90.5%	90.3%	90.1%	88.9%	88.4%	87.2%	86.2%	85.5%
x) Pensioner Education Supplement - New Claim	≥ 70% of payments processed within 21 days of claim lodgement	31.8%	46.0%	50.6%	43.7%	47.3%	57.1%	63.6%	61.3%	53.1%
y) Pensioner Education Supplement (ABSTUDY) - New Claim	≥ 70% of payments processed within 21 days of claim lodgement	74.3%	80.3%	76.9%	74.2%	86.7%	84.1%	80.7%	79.5%	84.8%
z) Seniors Health Care Card - New Claim	≥ 80% of payments processed within 28 days of claim lodgement	90.2%	90.0%	83.6%	83.5%	77.0%	75.0%	74.8%	74.8%	78.0%
aa) Sickness Allowance - New Claim	≥ 70% of payments processed within 35 days of claim lodgement	91.1%	90.6%	89.7%	88.7%	74.6%	72.8%	75.8%	77.3%	84.1%
bb) Special Benefit - New Claim	≥ 80% of payments processed within 21 days of claim lodgement	73.3%	72.6%	73.1%	77.4%	90.4%	88.2%	87.4%	86.8%	83.4%
cc) Stillborn Baby Payment	≥ 80% of payments processed within 21 days of claim lodgement	90.9%	91.8%	91.2%	90.1%	84.3%	87.1%	82.7%	81.2%	92.2%
dd) Widow Allowance - New Claim	≥ 75% of payments processed within 16 days of claim lodgement	79.1%	81.6%	80.8%	80.7%	76.8%	77.8%	77.1%	76.3%	74.5%
ee) Youth Allowance (other) - Abridged Claim	N/A	33.2%	28.9%	20.8%	18.2%	25.9%	28.0%	25.9%	27.1%	62.0%
ff) Youth Allowance (other) - New Claim	≥ 70% of payments processed within 21 days of claim lodgement	79.9%	83.5%	84.1%	82.5%	81.3%	84.0%	82.9%	79.9%	81.1%

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gg) Youth Allowance (student) - Abridged Claim	N/A	29.4%	37.9%	36.5%	27.9%	35.7%	33.3%	30.1%	27.8%	38.1%
hh) Youth Allowance (student) - New Claim	≥ 80% of payments processed within 42 days of claim lodgement	94.0%	94.2%	92.3%	80.6%	88.8%	86.8%	69.5%	58.3%	80.3%

Note:

Abridged claims are not included in results against Portfolio Budget Statements Key Performance Indicators and therefore do not have a standard.