

In the 2022-23 FY, per processing work types for Social Security and Welfare, Health, Child Support and Emergency Payments respectively, expressed as a percentage and a figure, how many claims took longer to process than the agreed timeliness standard?

Claims processed over standard - SSW		
Service Reason	FY 2022-23 Claims outside timeliness	FY 2022-23 % of Claims outside timeliness
ABSTUDY	7,040	27.8%
ABSTUDY - PES	123	11.4%
ACCS CWB Application	110	0.1%
ACCS Temporary Financial Hardship	3,856	27.6%
Age Pension	61,813	28.5%
Assistance for Isolated Children	10	0.1%
Austudy	5,210	11.0%
Carer Allowance	38,732	32.0%
Carer Payment	31,714	37.3%
Crisis Payment	86,711	24.4%
Dad and Partner Pay	25,505	24.1%
Disability Support Pension	16,533	17.7%
Double Orphan Pension	4	2.7%
Family Tax Benefit	176,165	42.0%
Farm Household Allowance	402	38.8%
JobSeeker Payment	92,778	17.6%
Low Income Card	25,618	20.1%
Mobility Allowance	407	5.5%
Paid Parental Leave	105,168	34.0%
Parenting Payment Partnered	6,408	14.3%
Parenting Payment Single	16,404	24.9%
Pensioner Education Supplement	5,493	20.5%
Seniors Health Card	16,024	14.3%
Special Benefit	2,867	15.9%
Stillborn Baby Payment	407	21.6%
Tertiary Access Payment	462	5.0%
Youth Allowance Jobseekers	16,948	19.1%
Youth Allowance Full Time Student	26,621	17.2%

Claims processed over standard - HEALTH		
Service Reason	FY 2022-23 Claims outside timeliness	FY 2022-23 % of Claims outside timeliness
Medicare Benefits Schedule – Bulk Billing	138,612,052	39.2%
Medicare Benefits Schedule – Patient Claiming	3,491,720	4.9%
Medicare Benefits Schedule – Simplified Billing	1,660,839	4.8%

Claims processed over standard - CHILD SUPPORT		
Service Reason	FY 2022-23 Claims outside timeliness	FY 2022-23 % of Claims outside timeliness
Child Support New Registrations	11,359	22.2%

Claims processed over standard - EMERGENCIES		
Service Reason	FY 2022-23 Claims outside timeliness	FY 2022-23 % of Claims outside timeliness
Pandemic Leave Disaster Payment	203,178	29.2%
Disaster Recovery Payment & Allowance	655,203	40.2%
High Risk Setting Pandemic Payment	54,691	53.0%