

**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).