

Senate Standing Committee on Community Affairs

ADDITIONAL ESTIMATES – 24 FEBRUARY 2011 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Compliance Data - Appeals

Question reference number: HS 56

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 8 April 2011

Number of pages: 1

Question:

Can you please provide information on compliance related appeals at all levels and their outcomes for the period 1 July 2010 to 31 December 2010?

Answer:

For the period 1 July 2010 to 31 December 2010, Centrelink received:

- 1,743 Original Decision Maker (ODM) requests; and
- 3,864 Authorised Review Officer (ARO) requests.

In addition, Centrelink systems indicate that:

- 350 requests for review were received by the Social Security Appeals Tribunal (SSAT);
- 30 customer requests were received by the Administrative Appeals Tribunal (AAT); and
- 1 Secretary appeal was received by the AAT.

The outcomes of these appeals are as follows:

Outcome	ODM	ARO	SSAT	AAT (Customer)	AAT (Secretary)
Unchanged	1,087	2,636	229	17	1
Changed	655	965	97	5	-
Undecided	1	263	24	8	-
Total	1,743	3,864	350	30	1