

**Senate Community Affairs Legislation Committee**

**ADDITIONAL ESTIMATES - 27 FEBRUARY 2014  
ANSWER TO QUESTION ON NOTICE**

**Department of Human Services**

**Topic:** Appeals

**Question reference number:** HS 152

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 24 April 2014

**Number of pages:** 31

**Question:**

- a) Please provide the number of internal reviews of Centrelink decisions by payment type and state for every month since July 2012.
- b) Please provide the average time for resolution of internal reviews by payment type and state for every month since July 2012.
- c) Please provide the number of internal reviews still outstanding by payment type and state.
- d) Please provide the number of appeals from decisions of Centrelink to the SSAT by payment type and state for every month since July 2012.
- e) Please provide the number of appeals from decision of Centrelink to the AAT by payment type and state for every month since July 2012.

**Answer:**

There are over 100 different types of benefit, payment and entitlement internal review data captured. The top 12 payment types have been identified for the purpose of answering this question.

- a) Please see Attachment A.
- b) Please see Attachment B.
- c) Please see Attachment C.
- d) Please see Attachment D.
- e) Please see Attachment E.

**Note:** Cells in Attachments A, C, D and E that have a value of less than 20, including zero, have been changed to display '<20'. This rule has been employed for privacy reasons. Where the total fields are included these will only have a value when it does not make it possible to work out the value of any '<20' fields.

Cells in Attachment B, where no internal reviews have been finalised in the month, are represented by Not Applicable (N/A).

a) Number of internal reviews of Centrelink decisions by payment type and state for every month since July 2012.

| MONTH   | Benefit Type                  | ACT | NSW   | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
|---------|-------------------------------|-----|-------|-----|-----|-----|-----|-----|-----|---------|-------------|
| Jul '12 | Age Pension                   | <20 | 243   | <20 | 146 | 49  | <20 | 154 | 58  | <20     | 684         |
|         | Austudy                       | <20 | 75    | <20 | 34  | <20 | <20 | 54  | <20 | <20     | 193         |
|         | Carer Allowance Adult         | <20 | 65    | <20 | 52  | <20 | <20 | 38  | <20 | <20     | 197         |
|         | Carer Payment Adult           | <20 | 74    | <20 | 39  | <20 | <20 | 41  | <20 | <20     | 189         |
|         | Disability Support Pension    | <20 | 572   | <20 | 375 | 141 | 43  | 360 | 105 | <20     | 1,635       |
|         | Family Tax Benefit (A&B)      | <20 | 57    | <20 | 49  | <20 | <20 | 50  | 23  | <20     | 192         |
|         | Family Tax Benefit A          | <20 | 148   | <20 | 142 | 53  | 22  | 155 | 59  | <20     | 594         |
|         | Newstart Allowance            | 20  | 1,020 | 36  | 627 | 272 | 52  | 789 | 292 | <20     | 3,109       |
|         | Parenting Payment (Partnered) | <20 | 49    | <20 | 39  | <20 | <20 | 46  | <20 | <20     | 166         |
|         | Parenting Payment (Single)    | <20 | 106   | <20 | 76  | <20 | <20 | 80  | 37  | <20     | 335         |
|         | Youth Allowance Job Seeker    | <20 | 200   | <20 | 165 | 41  | <20 | 118 | 69  | <20     | 622         |
|         | Youth Allowance Student       | <20 | 188   | <20 | 99  | 34  | <20 | 171 | 40  | <20     | 563         |
| MONTH   | Benefit Type                  | ACT | NSW   | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
| Aug '12 | Age Pension                   | <20 | 202   | <20 | 139 | 43  | <20 | 148 | 63  | <20     | 630         |
|         | Austudy                       | <20 | 47    | <20 | 32  | <20 | <20 | 47  | <20 | <20     | 161         |
|         | Carer Allowance Adult         | <20 | 88    | <20 | 45  | <20 | <20 | 40  | <20 | <20     | 224         |
|         | Carer Payment Adult           | <20 | 69    | <20 | 33  | <20 | <20 | 38  | <20 | <20     | 184         |
|         | Disability Support Pension    | <20 | 564   | <20 | 312 | 127 | 39  | 334 | 106 | <20     | 1,520       |
|         | Family Tax Benefit (A&B)      | <20 | 110   | <20 | 84  | <20 | <20 | 78  | 44  | <20     | 348         |
|         | Family Tax Benefit A          | <20 | 240   | <20 | 172 | 67  | 32  | 176 | 93  | <20     | 805         |
|         | Newstart Allowance            | <20 | 963   | 40  | 612 | 212 | 61  | 791 | 297 | <20     | 3,008       |
|         | Parenting Payment (Partnered) | <20 | 88    | <20 | 33  | 22  | <20 | 46  | <20 | <20     | 206         |
|         | Parenting Payment (Single)    | <20 | 97    | <20 | 79  | <20 | <20 | 73  | 31  | <20     | 321         |
|         | Youth Allowance Job Seeker    | <20 | 233   | <20 | 155 | 42  | 25  | 147 | 47  | <20     | 657         |
|         | Youth Allowance Student       | <20 | 174   | <20 | 87  | 34  | <20 | 202 | 48  | <20     | 566         |

| MONTH                         | Benefit Type                  | ACT         | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
|-------------------------------|-------------------------------|-------------|-----|-----|-----|-----|-----|-----|-----|---------|-------------|
| Sep '12                       | Age Pension                   | <20         | 126 | <20 | 94  | 46  | <20 | 120 | 36  | <20     | 457         |
|                               | Austudy                       | <20         | 61  | <20 | 20  | <20 | <20 | 44  | <20 | <20     | 156         |
|                               | Carer Allowance Adult         | <20         | 77  | <20 | 45  | <20 | <20 | 43  | <20 | <20     | 202         |
|                               | Carer Payment Adult           | <20         | 78  | <20 | 39  | <20 | <20 | 45  | <20 | <20     | 204         |
|                               | Disability Support Pension    | <20         | 483 | <20 | 276 | 136 | 40  | 358 | 106 | <20     | 1,417       |
|                               | Family Tax Benefit (A&B)      | <20         | 93  | <20 | 64  | 25  | <20 | 71  | 37  | <20     | 316         |
|                               | Family Tax Benefit A          | <20         | 194 | <20 | 165 | 63  | <20 | 160 | 70  | <20     | 685         |
|                               | Newstart Allowance            | 28          | 926 | 23  | 533 | 209 | 43  | 689 | 203 | <20     | 2,660       |
|                               | Parenting Payment (Partnered) | <20         | 63  | <20 | 31  | <20 | <20 | 39  | <20 | <20     | 183         |
|                               | Parenting Payment (Single)    | <20         | 77  | <20 | 87  | 25  | <20 | 71  | 34  | <20     | 315         |
|                               | Youth Allowance Job Seeker    | <20         | 164 | <20 | 144 | 47  | 24  | 76  | 54  | <20     | 529         |
|                               | Youth Allowance Student       | <20         | 140 | <20 | 68  | 28  | <20 | 116 | 32  | <20     | 408         |
|                               | Oct '12                       | Age Pension | <20 | 176 | <20 | 116 | 39  | 20  | 137 | 39      | 21          |
| Austudy                       |                               | <20         | 51  | <20 | <20 | <20 | <20 | 32  | <20 | <20     | 122         |
| Carer Allowance Adult         |                               | <20         | 95  | <20 | 43  | <20 | <20 | 44  | <20 | <20     | 224         |
| Carer Payment Adult           |                               | <20         | 93  | <20 | 33  | <20 | <20 | 60  | <20 | <20     | 235         |
| Disability Support Pension    |                               | <20         | 552 | 21  | 320 | 151 | 33  | 411 | 110 | <20     | 1,608       |
| Family Tax Benefit (A&B)      |                               | <20         | 80  | <20 | 75  | 26  | <20 | 68  | 24  | <20     | 293         |
| Family Tax Benefit A          |                               | <20         | 226 | <20 | 183 | 84  | 34  | 187 | 60  | <20     | 808         |
| Newstart Allowance            |                               | 24          | 889 | 47  | 595 | 217 | 80  | 648 | 270 | <20     | 2,777       |
| Parenting Payment (Partnered) |                               | <20         | 48  | <20 | 24  | <20 | <20 | 40  | <20 | <20     | 155         |
| Parenting Payment (Single)    |                               | <20         | 110 | <20 | 84  | 40  | <20 | 106 | 24  | <20     | 375         |
| Youth Allowance Job Seeker    |                               | <20         | 170 | <20 | 108 | 45  | <20 | 119 | 29  | <20     | 508         |
| Youth Allowance Student       |                               | <20         | 109 | <20 | 57  | 33  | <20 | 116 | 29  | <20     | 360         |
| Nov '12                       |                               | Age Pension | <20 | 189 | <20 | 102 | 34  | <20 | 100 | 45      | <20         |
|                               | Austudy                       | <20         | 36  | <20 | <20 | <20 | <20 | 36  | <20 | <20     | 112         |
|                               | Carer Allowance Adult         | <20         | 104 | <20 | 48  | <20 | <20 | 52  | 28  | <20     | 272         |
|                               | Carer Payment Adult           | <20         | 98  | <20 | 47  | <20 | <20 | 54  | 21  | <20     | 251         |
|                               | Disability Support Pension    | <20         | 532 | <20 | 297 | 143 | 39  | 355 | 127 | <20     | 1,522       |
|                               | Family Tax Benefit (A&B)      | <20         | 84  | <20 | 70  | <20 | <20 | 68  | 31  | <20     | 283         |
|                               | Family Tax Benefit A          | <20         | 221 | <20 | 162 | 71  | <20 | 150 | 56  | <20     | 681         |
|                               | Newstart Allowance            | 39          | 952 | 26  | 638 | 234 | 70  | 712 | 238 | <20     | 2,914       |
|                               | Parenting Payment (Partnered) | <20         | 45  | <20 | <20 | <20 | <20 | 47  | 24  | <20     | 153         |
|                               | Parenting Payment (Single)    | <20         | 91  | <20 | 75  | 28  | <20 | 77  | 39  | <20     | 329         |
|                               | Youth Allowance Job Seeker    | <20         | 217 | <20 | 138 | 56  | <20 | 125 | 61  | <20     | 633         |
|                               | Youth Allowance Student       | <20         | 105 | <20 | 85  | 25  | <20 | 103 | 28  | <20     | 367         |

| MONTH   | Benefit Type                  | ACT | NSW   | NT  | QLD | SA  | TAS | VIC   | WA  | Unknown | Grand Total |
|---------|-------------------------------|-----|-------|-----|-----|-----|-----|-------|-----|---------|-------------|
| Dec '12 | Age Pension                   | <20 | 136   | <20 | 75  | 28  | <20 | 113   | 37  | <20     | 411         |
|         | Austudy                       | <20 | 23    | <20 | 21  | <20 | <20 | 28    | <20 | <20     | 91          |
|         | Carer Allowance Adult         | <20 | 85    | <20 | 36  | <20 | <20 | 77    | <20 | <20     | 233         |
|         | Carer Payment Adult           | <20 | 83    | <20 | 33  | <20 | <20 | 47    | <20 | <20     | 201         |
|         | Disability Support Pension    | <20 | 350   | <20 | 204 | 94  | 20  | 259   | 67  | <20     | 1,020       |
|         | Family Tax Benefit (A&B)      | <20 | 89    | <20 | 61  | <20 | <20 | 51    | <20 | <20     | 236         |
|         | Family Tax Benefit A          | <20 | 157   | <20 | 111 | 57  | 20  | 119   | 40  | <20     | 519         |
|         | Newstart Allowance            | 21  | 795   | 23  | 519 | 229 | 57  | 576   | 199 | <20     | 2,421       |
|         | Parenting Payment (Partnered) | <20 | 40    | <20 | 24  | <20 | <20 | 40    | <20 | <20     | 128         |
|         | Parenting Payment (Single)    | <20 | 75    | <20 | 50  | 21  | <20 | 70    | <20 | <20     | 245         |
|         | Youth Allowance Job Seeker    | <20 | 176   | <20 | 152 | 46  | <20 | 94    | 50  | <20     | 545         |
|         | Youth Allowance Student       | <20 | 101   | <20 | 67  | 21  | <20 | 76    | <20 | <20     | 290         |
| MONTH   | Benefit Type                  | ACT | NSW   | NT  | QLD | SA  | TAS | VIC   | WA  | Unknown | Grand Total |
| Jan '13 | Age Pension                   | <20 | 172   | <20 | 104 | 42  | <20 | 113   | 55  | <20     | 514         |
|         | Austudy                       | <20 | 50    | <20 | 23  | <20 | <20 | 58    | <20 | <20     | 168         |
|         | Carer Allowance Adult         | <20 | 77    | <20 | 26  | <20 | <20 | 55    | <20 | <20     | 194         |
|         | Carer Payment Adult           | <20 | 74    | <20 | 30  | <20 | <20 | 39    | <20 | <20     | 175         |
|         | Disability Support Pension    | <20 | 486   | <20 | 305 | 119 | 28  | 348   | 112 | <20     | 1,423       |
|         | Family Tax Benefit (A&B)      | <20 | 105   | <20 | 79  | <20 | <20 | 77    | <20 | <20     | 305         |
|         | Family Tax Benefit A          | <20 | 179   | <20 | 189 | 55  | <20 | 117   | 27  | <20     | 600         |
|         | Newstart Allowance            | 35  | 1,074 | 27  | 646 | 298 | 70  | 926   | 308 | <20     | 3,392       |
|         | Parenting Payment (Partnered) | <20 | 40    | <20 | 27  | <20 | <20 | 34    | <20 | <20     | 129         |
|         | Parenting Payment (Single)    | <20 | 101   | <20 | 60  | <20 | <20 | 82    | 26  | <20     | 300         |
|         | Youth Allowance Job Seeker    | <20 | 213   | <20 | 213 | 65  | 29  | 169   | 81  | <20     | 775         |
|         | Youth Allowance Student       | <20 | 196   | <20 | 111 | 40  | <20 | 171   | 46  | <20     | 599         |
| MONTH   | Benefit Type                  | ACT | NSW   | NT  | QLD | SA  | TAS | VIC   | WA  | Unknown | Grand Total |
| Feb '13 | Age Pension                   | <20 | 147   | <20 | 88  | 52  | <20 | 106   | 40  | <20     | 471         |
|         | Austudy                       | <20 | 43    | <20 | 39  | <20 | <20 | 51    | <20 | <20     | 166         |
|         | Carer Allowance Adult         | <20 | 64    | <20 | 36  | <20 | <20 | 41    | <20 | <20     | 182         |
|         | Carer Payment Adult           | <20 | 72    | <20 | 37  | <20 | <20 | 48    | <20 | <20     | 198         |
|         | Disability Support Pension    | <20 | 714   | <20 | 353 | 165 | 50  | 512   | 100 | <20     | 1,927       |
|         | Family Tax Benefit (A&B)      | <20 | 128   | <20 | 55  | 25  | <20 | 89    | 31  | <20     | 368         |
|         | Family Tax Benefit A          | <20 | 255   | <20 | 179 | 75  | 37  | 196   | 89  | <20     | 860         |
|         | Newstart Allowance            | 46  | 1,423 | 30  | 716 | 347 | 57  | 1,032 | 372 | <20     | 4,034       |
|         | Parenting Payment (Partnered) | <20 | 57    | <20 | 29  | <20 | <20 | 45    | <20 | <20     | 160         |
|         | Parenting Payment (Single)    | <20 | 90    | <20 | 73  | 23  | <20 | 83    | 35  | <20     | 328         |
|         | Youth Allowance Job Seeker    | <20 | 257   | <20 | 169 | 90  | 24  | 189   | 68  | <20     | 813         |
|         | Youth Allowance Student       | <20 | 158   | <20 | 103 | 30  | <20 | 134   | 33  | <20     | 482         |

| MONTH                         | Benefit Type                  | ACT         | NSW   | NT  | QLD   | SA  | TAS | VIC   | WA  | Unknown | Grand Total |     |
|-------------------------------|-------------------------------|-------------|-------|-----|-------|-----|-----|-------|-----|---------|-------------|-----|
| Mar '13                       | Age Pension                   | <20         | 192   | <20 | 117   | 49  | <20 | 147   | 59  | <20     | 605         |     |
|                               | Austudy                       | <20         | 55    | <20 | 43    | <20 | <20 | 58    | <20 | <20     | 187         |     |
|                               | Carer Allowance Adult         | <20         | 70    | <20 | 32    | <20 | <20 | 47    | <20 | <20     | 187         |     |
|                               | Carer Payment Adult           | <20         | 84    | <20 | 42    | <20 | <20 | 37    | <20 | <20     | 204         |     |
|                               | Disability Support Pension    | <20         | 708   | <20 | 389   | 171 | 52  | 470   | 117 | <20     | 1,955       |     |
|                               | Family Tax Benefit (A&B)      | <20         | 118   | <20 | 99    | 35  | <20 | 111   | 30  | <20     | 416         |     |
|                               | Family Tax Benefit A          | <20         | 290   | <20 | 236   | 65  | 26  | 188   | 84  | <20     | 919         |     |
|                               | Newstart Allowance            | 44          | 1,184 | 27  | 735   | 324 | 83  | 859   | 458 | <20     | 3,720       |     |
|                               | Parenting Payment (Partnered) | <20         | 46    | <20 | 28    | 20  | <20 | 31    | <20 | <20     | 144         |     |
|                               | Parenting Payment (Single)    | <20         | 96    | <20 | 96    | 31  | <20 | 81    | 25  | <20     | 350         |     |
|                               | Youth Allowance Job Seeker    | <20         | 311   | <20 | 223   | 88  | 34  | 213   | 108 | <20     | 996         |     |
|                               | Youth Allowance Student       | <20         | 181   | <20 | 100   | 30  | <20 | 133   | 30  | <20     | 501         |     |
|                               | Apr '13                       | Age Pension | <20   | 226 | <20   | 104 | 37  | <20   | 158 | 60      | <20         | 634 |
|                               |                               | Austudy     | <20   | 62  | <20   | 67  | <20 | <20   | 61  | 28      | <20         | 231 |
| Carer Allowance Adult         |                               | <20         | 98    | <20 | 35    | <20 | <20 | 69    | <20 | <20     | 251         |     |
| Carer Payment Adult           |                               | <20         | 94    | <20 | 50    | <20 | <20 | 65    | <20 | <20     | 249         |     |
| Disability Support Pension    |                               | <20         | 490   | <20 | 314   | 149 | 55  | 367   | 99  | <20     | 1,507       |     |
| Family Tax Benefit (A&B)      |                               | <20         | 72    | <20 | 49    | 22  | <20 | 84    | 35  | <20     | 275         |     |
| Family Tax Benefit A          |                               | <20         | 215   | 22  | 166   | 46  | <20 | 146   | 51  | <20     | 673         |     |
| Newstart Allowance            |                               | 41          | 1,326 | 50  | 869   | 386 | 75  | 1,090 | 445 | <20     | 4,283       |     |
| Parenting Payment (Partnered) |                               | <20         | 66    | <20 | 40    | <20 | <20 | 36    | <20 | <20     | 167         |     |
| Parenting Payment (Single)    |                               | <20         | 115   | <20 | 63    | 20  | <20 | 75    | 30  | <20     | 324         |     |
| Youth Allowance Job Seeker    |                               | 23          | 255   | <20 | 239   | 76  | 36  | 200   | 82  | <20     | 935         |     |
| Youth Allowance Student       |                               | <20         | 236   | <20 | 129   | 35  | <20 | 176   | 41  | <20     | 653         |     |
| May '13                       |                               | Age Pension | <20   | 267 | <20   | 153 | 51  | <20   | 204 | 60      | <20         | 788 |
|                               |                               | Austudy     | <20   | 57  | <20   | 54  | <20 | <20   | 77  | <20     | <20         | 234 |
|                               | Carer Allowance Adult         | <20         | 67    | <20 | 48    | <20 | <20 | 58    | <20 | <20     | 219         |     |
|                               | Carer Payment Adult           | <20         | 102   | <20 | 48    | <20 | <20 | 62    | <20 | <20     | 257         |     |
|                               | Disability Support Pension    | <20         | 800   | 20  | 455   | 179 | 69  | 549   | 122 | <20     | 2,220       |     |
|                               | Family Tax Benefit (A&B)      | <20         | 96    | <20 | 99    | <20 | <20 | 91    | 31  | <20     | 367         |     |
|                               | Family Tax Benefit A          | <20         | 253   | <20 | 203   | 55  | <20 | 188   | 61  | <20     | 803         |     |
|                               | Newstart Allowance            | 69          | 1,430 | 36  | 1,004 | 442 | 100 | 1,070 | 395 | <20     | 4,558       |     |
|                               | Parenting Payment (Partnered) | <20         | 51    | <20 | 29    | <20 | <20 | 50    | <20 | <20     | 168         |     |
|                               | Parenting Payment (Single)    | <20         | 98    | <20 | 80    | 28  | <20 | 92    | 32  | <20     | 349         |     |
|                               | Youth Allowance Job Seeker    | <20         | 382   | <20 | 294   | 102 | 41  | 255   | 76  | <20     | 1,174       |     |
|                               | Youth Allowance Student       | <20         | 216   | <20 | 116   | 57  | <20 | 191   | 41  | <20     | 650         |     |

| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
|---------|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|---------|-------------|
| Jun '13 | Age Pension                   | <20 | 185 | <20 | 127 | 32  | <20 | 130 | 57  | <20     | 559         |
|         | Austudy                       | <20 | 95  | <20 | 45  | <20 | <20 | 52  | 22  | <20     | 245         |
|         | Carer Allowance Adult         | <20 | 45  | <20 | 29  | <20 | <20 | 30  | <20 | <20     | 135         |
|         | Carer Payment Adult           | <20 | 70  | <20 | 30  | <20 | <20 | 36  | <20 | <20     | 164         |
|         | Disability Support Pension    | <20 | 603 | 23  | 367 | 169 | 37  | 444 | 97  | <20     | 1,764       |
|         | Family Tax Benefit (A&B)      | <20 | 86  | <20 | 72  | 27  | <20 | 58  | 23  | <20     | 284         |
|         | Family Tax Benefit A          | <20 | 173 | <20 | 158 | 49  | <20 | 125 | 55  | <20     | 589         |
|         | Newstart Allowance            | 35  | 859 | 25  | 547 | 219 | 57  | 635 | 233 | <20     | 2,614       |
|         | Parenting Payment (Partnered) | <20 | 25  | <20 | 23  | <20 | <20 | 29  | <20 | <20     | 94          |
|         | Parenting Payment (Single)    | <20 | 73  | <20 | 65  | <20 | <20 | 49  | <20 | <20     | 224         |
|         | Youth Allowance Job Seeker    | <20 | 164 | <20 | 119 | 56  | <20 | 98  | 51  | <20     | 521         |
|         | Youth Allowance Student       | <20 | 219 | <20 | 142 | 42  | <20 | 219 | 52  | <20     | 704         |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
| Jul '13 | Age Pension                   | <20 | 255 | <20 | 178 | 53  | <20 | 187 | 76  | <20     | 792         |
|         | Austudy                       | <20 | 103 | <20 | 91  | 31  | <20 | 93  | 25  | <20     | 364         |
|         | Carer Allowance Adult         | <20 | 50  | <20 | 32  | <20 | <20 | 28  | <20 | <20     | 138         |
|         | Carer Payment Adult           | <20 | 55  | <20 | 43  | <20 | <20 | 52  | <20 | <20     | 182         |
|         | Disability Support Pension    | 20  | 793 | 26  | 481 | 181 | 57  | 488 | 141 | <20     | 2,194       |
|         | Family Tax Benefit (A&B)      | <20 | 149 | <20 | 141 | 34  | <20 | 119 | 30  | <20     | 498         |
|         | Family Tax Benefit A          | <20 | 289 | <20 | 209 | 83  | 32  | 218 | 81  | <20     | 933         |
|         | Newstart Allowance            | 24  | 878 | 30  | 544 | 223 | 62  | 646 | 217 | <20     | 2,630       |
|         | Parenting Payment (Partnered) | <20 | 68  | <20 | 28  | <20 | <20 | 41  | <20 | <20     | 176         |
|         | Parenting Payment (Single)    | <20 | 100 | <20 | 77  | 21  | <20 | 84  | 24  | <20     | 327         |
|         | Youth Allowance Job Seeker    | <20 | 153 | <20 | 120 | 41  | 20  | 91  | 35  | <20     | 468         |
|         | Youth Allowance Student       | <20 | 316 | <20 | 178 | 57  | 28  | 251 | 58  | <20     | 915         |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
| Aug '13 | Age Pension                   | <20 | 216 | <20 | 92  | 37  | <20 | 139 | 67  | <20     | 591         |
|         | Austudy                       | <20 | 67  | <20 | 62  | 24  | <20 | 61  | <20 | <20     | 242         |
|         | Carer Allowance Adult         | <20 | 45  | <20 | 25  | <20 | <20 | 29  | <20 | <20     | 126         |
|         | Carer Payment Adult           | <20 | 71  | <20 | 33  | <20 | <20 | 45  | <20 | <20     | 180         |
|         | Disability Support Pension    | <20 | 494 | <20 | 289 | 145 | 45  | 422 | 105 | <20     | 1,534       |
|         | Family Tax Benefit (A&B)      | <20 | 124 | <20 | 117 | 41  | <20 | 107 | 42  | <20     | 456         |
|         | Family Tax Benefit A          | <20 | 260 | <20 | 211 | 67  | 29  | 208 | 91  | <20     | 891         |
|         | Newstart Allowance            | 32  | 979 | 27  | 558 | 212 | 64  | 810 | 251 | <20     | 2,939       |
|         | Parenting Payment (Partnered) | <20 | 54  | <20 | 51  | 24  | <20 | 67  | <20 | <20     | 230         |
|         | Parenting Payment (Single)    | <20 | 164 | <20 | 111 | 28  | <20 | 97  | 36  | <20     | 453         |
|         | Youth Allowance Job Seeker    | <20 | 151 | <20 | 151 | 42  | <20 | 140 | 45  | <20     | 554         |
|         | Youth Allowance Student       | <20 | 215 | <20 | 105 | 38  | <20 | 190 | 45  | <20     | 630         |

| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
|---------|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|---------|-------------|
| Sep '13 | Age Pension                   | <20 | 173 | <20 | 99  | 45  | <20 | 130 | 59  | <20     | 538         |
|         | Austudy                       | <20 | 92  | <20 | 57  | 20  | <20 | 69  | 20  | <20     | 268         |
|         | Carer Allowance Adult         | <20 | 51  | <20 | 30  | <20 | <20 | 28  | <20 | <20     | 135         |
|         | Carer Payment Adult           | <20 | 57  | <20 | 33  | <20 | <20 | 31  | <20 | <20     | 150         |
|         | Disability Support Pension    | <20 | 504 | <20 | 302 | 121 | 37  | 366 | 84  | <20     | 1,448       |
|         | Family Tax Benefit (A&B)      | <20 | 136 | <20 | 109 | 39  | <20 | 114 | 43  | <20     | 468         |
|         | Family Tax Benefit A          | <20 | 222 | <20 | 188 | 67  | <20 | 162 | 72  | <20     | 757         |
|         | Newstart Allowance            | 31  | 852 | 25  | 578 | 204 | 68  | 694 | 259 | <20     | 2,711       |
|         | Parenting Payment (Partnered) | <20 | 67  | <20 | 57  | <20 | <20 | 54  | 24  | <20     | 235         |
|         | Parenting Payment (Single)    | <20 | 143 | <20 | 107 | 33  | <20 | 99  | 41  | <20     | 442         |
|         | Youth Allowance Job Seeker    | <20 | 152 | <20 | 118 | 46  | <20 | 92  | 34  | <20     | 469         |
|         | Youth Allowance Student       | <20 | 248 | <20 | 110 | 54  | <20 | 198 | 48  | <20     | 689         |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
| Oct '13 | Age Pension                   | <20 | 183 | <20 | 105 | 46  | <20 | 144 | 49  | <20     | 570         |
|         | Austudy                       | <20 | 74  | <20 | 52  | 20  | <20 | 75  | <20 | <20     | 254         |
|         | Carer Allowance Adult         | <20 | 51  | <20 | 28  | <20 | <20 | 33  | <20 | <20     | 136         |
|         | Carer Payment Adult           | <20 | 61  | <20 | 26  | <20 | <20 | 33  | <20 | <20     | 151         |
|         | Disability Support Pension    | <20 | 477 | <20 | 311 | 103 | 57  | 390 | 86  | <20     | 1,455       |
|         | Family Tax Benefit (A&B)      | <20 | 134 | <20 | 116 | 41  | 23  | 129 | 45  | <20     | 515         |
|         | Family Tax Benefit A          | <20 | 231 | <20 | 195 | 71  | 28  | 187 | 59  | <20     | 799         |
|         | Newstart Allowance            | 37  | 849 | 33  | 585 | 195 | 44  | 718 | 269 | <20     | 2,734       |
|         | Parenting Payment (Partnered) | <20 | 79  | <20 | 76  | <20 | <20 | 75  | 20  | <20     | 278         |
|         | Parenting Payment (Single)    | <20 | 107 | <20 | 108 | 24  | <20 | 90  | 45  | <20     | 397         |
|         | Youth Allowance Job Seeker    | <20 | 143 | <20 | 132 | 37  | <20 | 108 | 53  | <20     | 496         |
|         | Youth Allowance Student       | <20 | 231 | <20 | 135 | 40  | 23  | 209 | 43  | <20     | 700         |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
| Nov '13 | Age Pension                   | <20 | 226 | <20 | 131 | 37  | 20  | 164 | 52  | 20      | 674         |
|         | Austudy                       | <20 | 60  | <20 | 58  | 21  | <20 | 69  | <20 | <20     | 235         |
|         | Carer Allowance Adult         | <20 | 49  | <20 | 35  | <20 | <20 | 36  | <20 | <20     | 154         |
|         | Carer Payment Adult           | <20 | 77  | <20 | 31  | 25  | <20 | 43  | <20 | <20     | 205         |
|         | Disability Support Pension    | <20 | 593 | <20 | 350 | 130 | 39  | 357 | 115 | <20     | 1,619       |
|         | Family Tax Benefit (A&B)      | <20 | 130 | <20 | 95  | 33  | <20 | 99  | 54  | <20     | 435         |
|         | Family Tax Benefit A          | <20 | 238 | <20 | 192 | 70  | 30  | 170 | 78  | <20     | 798         |
|         | Newstart Allowance            | 32  | 932 | 27  | 572 | 230 | 52  | 689 | 248 | <20     | 2,786       |
|         | Parenting Payment (Partnered) | <20 | 74  | <20 | 54  | <20 | <20 | 63  | 21  | <20     | 242         |
|         | Parenting Payment (Single)    | <20 | 128 | <20 | 103 | 35  | <20 | 110 | 43  | <20     | 443         |
|         | Youth Allowance Job Seeker    | <20 | 127 | <20 | 114 | 37  | <20 | 107 | 55  | <20     | 464         |
|         | Youth Allowance Student       | <20 | 187 | <20 | 101 | 44  | <20 | 199 | 49  | <20     | 611         |

| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
|---------|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|---------|-------------|
| Dec '13 | Age Pension                   | <20 | 230 | <20 | 141 | 41  | <20 | 155 | 62  | 28      | 690         |
|         | Austudy                       | <20 | 46  | <20 | 34  | <20 | <20 | 41  | <20 | <20     | 153         |
|         | Carer Allowance Adult         | <20 | 47  | <20 | 29  | <20 | <20 | 56  | <20 | <20     | 162         |
|         | Carer Payment Adult           | <20 | 71  | <20 | 49  | <20 | <20 | 50  | <20 | <20     | 197         |
|         | Disability Support Pension    | <20 | 518 | <20 | 307 | 134 | 46  | 366 | 82  | <20     | 1,483       |
|         | Family Tax Benefit (A&B)      | <20 | 98  | <20 | 68  | 25  | <20 | 59  | 29  | <20     | 293         |
|         | Family Tax Benefit A          | <20 | 192 | <20 | 136 | 50  | <20 | 132 | 63  | <20     | 614         |
|         | Newstart Allowance            | <20 | 631 | 22  | 411 | 167 | 46  | 501 | 189 | <20     | 1,984       |
|         | Parenting Payment (Partnered) | <20 | 43  | <20 | 26  | <20 | <20 | 53  | <20 | <20     | 157         |
|         | Parenting Payment (Single)    | <20 | 88  | <20 | 66  | 21  | <20 | 65  | 29  | <20     | 287         |
|         | Youth Allowance Job Seeker    | <20 | 105 | <20 | 93  | 35  | <20 | 67  | 41  | <20     | 359         |
|         | Youth Allowance Student       | <20 | 124 | <20 | 89  | 21  | <20 | 115 | 26  | <20     | 395         |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
| Jan '14 | Age Pension                   | <20 | 196 | <20 | 132 | 44  | <20 | 146 | 67  | <20     | 624         |
|         | Austudy                       | <20 | 69  | <20 | 44  | 21  | <20 | 52  | 24  | <20     | 232         |
|         | Carer Allowance Adult         | <20 | 68  | <20 | 40  | <20 | <20 | 39  | <20 | <20     | 178         |
|         | Carer Payment Adult           | <20 | 83  | <20 | 38  | <20 | <20 | 35  | 23  | <20     | 204         |
|         | Disability Support Pension    | <20 | 690 | <20 | 391 | 152 | 44  | 433 | 137 | <20     | 1,880       |
|         | Family Tax Benefit (A&B)      | <20 | 144 | <20 | 92  | 38  | <20 | 93  | 53  | <20     | 449         |
|         | Family Tax Benefit A          | <20 | 231 | <20 | 209 | 52  | 35  | 193 | 72  | <20     | 817         |
|         | Newstart Allowance            | 30  | 793 | 23  | 520 | 207 | 54  | 595 | 221 | <20     | 2,446       |
|         | Parenting Payment (Partnered) | <20 | 51  | <20 | 32  | <20 | <20 | 51  | <20 | <20     | 174         |
|         | Parenting Payment (Single)    | <20 | 119 | <20 | 73  | 23  | <20 | 86  | 35  | <20     | 358         |
|         | Youth Allowance Job Seeker    | <20 | 125 | <20 | 116 | 34  | <20 | 97  | 31  | <20     | 424         |
|         | Youth Allowance Student       | <20 | 193 | <20 | 116 | 52  | 20  | 174 | 42  | <20     | 610         |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Grand Total |
| Feb '14 | Age Pension                   | <20 | 278 | <20 | 135 | 55  | 21  | 215 | 66  | <20     | 794         |
|         | Austudy                       | <20 | 86  | <20 | 36  | <20 | <20 | 69  | 24  | <20     | 247         |
|         | Carer Allowance Adult         | <20 | 58  | <20 | 38  | <20 | <20 | 46  | <20 | <20     | 180         |
|         | Carer Payment Adult           | <20 | 97  | <20 | 45  | 21  | <20 | 50  | <20 | <20     | 234         |
|         | Disability Support Pension    | <20 | 684 | <20 | 424 | 190 | 66  | 472 | 136 | <20     | 2,003       |
|         | Family Tax Benefit (A&B)      | <20 | 156 | <20 | 111 | 35  | <20 | 112 | 36  | <20     | 478         |
|         | Family Tax Benefit A          | <20 | 245 | <20 | 176 | 57  | 27  | 172 | 75  | <20     | 775         |
|         | Newstart Allowance            | 29  | 813 | 34  | 559 | 183 | 41  | 667 | 229 | <20     | 2,557       |
|         | Parenting Payment (Partnered) | <20 | 63  | <20 | 34  | <20 | <20 | 35  | <20 | <20     | 176         |
|         | Parenting Payment (Single)    | <20 | 98  | <20 | 60  | <20 | <20 | 95  | 22  | <20     | 307         |
|         | Youth Allowance Job Seeker    | <20 | 132 | <20 | 123 | 44  | <20 | 103 | 51  | <20     | 473         |
|         | Youth Allowance Student       | 20  | 259 | <20 | 132 | 49  | 28  | 246 | 57  | <20     | 795         |





| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA | TAS | VIC | WA | Unknown | Average Days |
|---------|-------------------------------|-----|-----|-----|-----|----|-----|-----|----|---------|--------------|
| Sep '12 | Age Pension                   | 25  | 53  | 54  | 42  | 41 | 75  | 41  | 43 | 95      | 47           |
|         | Austudy                       | 44  | 33  | 29  | 29  | 45 | 47  | 23  | 36 | N/A     | 31           |
|         | Carer Allowance Adult         | 68  | 25  | 2   | 25  | 24 | 5   | 29  | 13 | N/A     | 24           |
|         | Carer Payment Adult           | N/A | 31  | 10  | 35  | 23 | 6   | 16  | 12 | N/A     | 25           |
|         | Disability Support Pension    | 37  | 58  | 42  | 59  | 56 | 56  | 52  | 51 | 51      | 56           |
|         | Family Tax Benefit            | 24  | 31  | 8   | 26  | 35 | 48  | 41  | 30 | 16      | 33           |
|         | Family Tax Benefit A          | 19  | 31  | 17  | 38  | 31 | 35  | 33  | 35 | 34      | 33           |
|         | Newstart Allowance            | 46  | 43  | 7   | 43  | 44 | 29  | 37  | 40 | 37      | 41           |
|         | Parenting Payment (Partnered) | 15  | 59  | 61  | 40  | 35 | 46  | 39  | 59 | N/A     | 49           |
|         | Parenting Payment (Single)    | 117 | 47  | 1   | 37  | 67 | 29  | 35  | 36 | N/A     | 41           |
|         | Youth Allowance Job Seeker    | 13  | 55  | 53  | 38  | 36 | 18  | 20  | 21 | N/A     | 37           |
|         | Youth Allowance Student       | 46  | 28  | 4   | 31  | 13 | 25  | 34  | 20 | 15      | 29           |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA | TAS | VIC | WA | Unknown | Average Days |
| Oct '12 | Age Pension                   | 75  | 38  | 44  | 48  | 39 | 46  | 55  | 46 | 85      | 48           |
|         | Austudy                       | N/A | 55  | N/A | 66  | 72 | N/A | 62  | 32 | 29      | 57           |
|         | Carer Allowance Adult         | 118 | 34  | 2   | 26  | 29 | 40  | 29  | 6  | 33      | 30           |
|         | Carer Payment Adult           | 67  | 44  | 23  | 49  | 56 | 8   | 44  | 6  | 33      | 42           |
|         | Disability Support Pension    | 79  | 74  | 125 | 68  | 72 | 45  | 66  | 66 | 72      | 70           |
|         | Family Tax Benefit            | 37  | 32  | 31  | 43  | 28 | 53  | 75  | 54 | 44      | 47           |
|         | Family Tax Benefit A          | 25  | 49  | 16  | 40  | 28 | 42  | 41  | 46 | 51      | 41           |
|         | Newstart Allowance            | 44  | 48  | 37  | 42  | 45 | 49  | 40  | 34 | 42      | 43           |
|         | Parenting Payment (Partnered) | 145 | 75  | 102 | 50  | 55 | 16  | 65  | 27 | N/A     | 63           |
|         | Parenting Payment (Single)    | 19  | 37  | 3   | 49  | 44 | 9   | 65  | 35 | N/A     | 47           |
|         | Youth Allowance Job Seeker    | 20  | 47  | 68  | 28  | 38 | 29  | 60  | 56 | 52      | 46           |
|         | Youth Allowance Student       | 56  | 42  | 3   | 33  | 41 | 16  | 35  | 48 | N/A     | 38           |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA | TAS | VIC | WA | Unknown | Average Days |
| Nov '12 | Age Pension                   | 5   | 52  | 42  | 49  | 86 | 55  | 55  | 37 | 81      | 54           |
|         | Austudy                       | 78  | 58  | N/A | 49  | 29 | N/A | 31  | 41 | N/A     | 44           |
|         | Carer Allowance Adult         | 9   | 55  | 65  | 60  | 29 | 10  | 58  | 62 | N/A     | 54           |
|         | Carer Payment Adult           | 79  | 55  | 108 | 55  | 42 | 32  | 64  | 44 | 78      | 57           |
|         | Disability Support Pension    | 61  | 73  | 42  | 69  | 79 | 83  | 74  | 77 | 74      | 73           |
|         | Family Tax Benefit (A&B)      | 10  | 41  | 23  | 36  | 44 | 23  | 50  | 45 | 4       | 41           |
|         | Family Tax Benefit A          | 10  | 41  | 36  | 41  | 49 | 37  | 49  | 39 | 80      | 43           |
|         | Newstart Allowance            | 62  | 53  | 43  | 49  | 50 | 37  | 50  | 58 | 38      | 51           |
|         | Parenting Payment (Partnered) | 1   | 34  | 53  | 35  | 29 | 50  | 51  | 33 | N/A     | 39           |
|         | Parenting Payment (Single)    | 1   | 47  | 31  | 46  | 64 | 99  | 73  | 52 | 91      | 56           |
|         | Youth Allowance Job Seeker    | 26  | 41  | 86  | 49  | 30 | 21  | 43  | 36 | N/A     | 42           |
|         | Youth Allowance Student       | 45  | 36  | N/A | 59  | 37 | 16  | 35  | 43 | 79      | 41           |

| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
|---------|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|---------|--------------|
| Dec '12 | Age Pension                   | 61  | 46  | 0   | 46  | 62  | 40  | 50  | 48  | 71      | 49           |
|         | Austudy                       | 62  | 88  | 162 | 54  | 68  | N/A | 46  | 73  | N/A     | 67           |
|         | Carer Allowance Adult         | 27  | 45  | 11  | 42  | 66  | 37  | 54  | 33  | N/A     | 47           |
|         | Carer Payment Adult           | 0   | 56  | 13  | 40  | 25  | 6   | 53  | 39  | 11      | 47           |
|         | Disability Support Pension    | 99  | 80  | 66  | 74  | 65  | 83  | 76  | 56  | 54      | 74           |
|         | Family Tax Benefit (A&B)      | 52  | 50  | 18  | 49  | 60  | 78  | 39  | 45  | 197     | 49           |
|         | Family Tax Benefit A          | 57  | 52  | 40  | 48  | 41  | 76  | 47  | 39  | 132     | 49           |
|         | Newstart Allowance            | 63  | 61  | 32  | 61  | 66  | 57  | 60  | 51  | 74      | 60           |
|         | Parenting Payment (Partnered) | 33  | 64  | 19  | 40  | 97  | 61  | 50  | 41  | N/A     | 53           |
|         | Parenting Payment (Single)    | 59  | 62  | 2   | 41  | 17  | 20  | 75  | 32  | 70      | 54           |
|         | Youth Allowance Job Seeker    | 85  | 61  | 81  | 56  | 56  | 46  | 64  | 56  | 5       | 59           |
|         | Youth Allowance Student       | 80  | 73  | 10  | 57  | 39  | 74  | 69  | 143 | 176     | 70           |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
| Jan '13 | Age Pension                   | 3   | 57  | 57  | 73  | 44  | 105 | 51  | 56  | 110     | 59           |
|         | Austudy                       | 12  | 89  | N/A | 82  | 92  | 69  | 81  | 80  | N/A     | 83           |
|         | Carer Allowance Adult         | 58  | 47  | 101 | 56  | 42  | 17  | 46  | 51  | 25      | 48           |
|         | Carer Payment Adult           | 151 | 41  | 90  | 52  | 53  | 15  | 46  | 34  | N/A     | 46           |
|         | Disability Support Pension    | 72  | 89  | 82  | 79  | 82  | 80  | 90  | 77  | 55      | 85           |
|         | Family Tax Benefit (A&B)      | 66  | 59  | 105 | 50  | 58  | 73  | 54  | 23  | 68      | 55           |
|         | Family Tax Benefit A          | 65  | 43  | 24  | 36  | 38  | 58  | 65  | 49  | N/A     | 45           |
|         | Newstart Allowance            | 72  | 64  | 44  | 68  | 62  | 71  | 75  | 64  | 64      | 68           |
|         | Parenting Payment (Partnered) | 124 | 65  | 159 | 63  | 65  | 6   | 125 | 73  | N/A     | 81           |
|         | Parenting Payment (Single)    | 123 | 82  | 34  | 70  | 58  | 62  | 63  | 63  | N/A     | 72           |
|         | Youth Allowance Job Seeker    | 109 | 65  | 1   | 62  | 57  | 36  | 59  | 55  | 145     | 60           |
|         | Youth Allowance Student       | 83  | 89  | 41  | 84  | 85  | 79  | 88  | 84  | 86      | 86           |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
| Feb '13 | Age Pension                   | 60  | 51  | 21  | 48  | 46  | 43  | 54  | 51  | 71      | 51           |
|         | Austudy                       | 6   | 81  | 1   | 48  | 50  | 114 | 43  | 22  | N/A     | 53           |
|         | Carer Allowance Adult         | 15  | 26  | 58  | 23  | 17  | 14  | 37  | 16  | 163     | 29           |
|         | Carer Payment Adult           | 20  | 48  | 59  | 27  | 35  | 13  | 41  | 42  | 91      | 41           |
|         | Disability Support Pension    | 34  | 121 | 124 | 101 | 123 | 97  | 121 | 108 | 42      | 115          |
|         | Family Tax Benefit (A&B)      | 86  | 100 | 52  | 100 | 103 | 124 | 114 | 104 | 130     | 104          |
|         | Family Tax Benefit A          | 76  | 91  | 47  | 101 | 96  | 67  | 87  | 98  | 23      | 91           |
|         | Newstart Allowance            | 68  | 59  | 57  | 57  | 54  | 48  | 58  | 61  | 24      | 58           |
|         | Parenting Payment (Partnered) | 165 | 81  | 6   | 38  | 15  | 4   | 59  | 39  | N/A     | 58           |
|         | Parenting Payment (Single)    | 165 | 86  | 19  | 67  | 55  | 52  | 65  | 52  | N/A     | 71           |
|         | Youth Allowance Job Seeker    | 32  | 51  | 21  | 56  | 53  | 42  | 53  | 72  | N/A     | 54           |
|         | Youth Allowance Student       | 41  | 48  | 15  | 30  | 42  | 16  | 40  | 44  | 61      | 40           |

| MONTH                      | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
|----------------------------|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|---------|--------------|
| Mar '13                    | Age Pension                   | 34  | 72  | 92  | 51  | 62  | 73  | 57  | 56  | 51      | 61           |
|                            | Austudy                       | 15  | 33  | 77  | 17  | 34  | 40  | 33  | 42  | N/A     | 30           |
|                            | Carer Allowance Adult         | 74  | 29  | 6   | 62  | 22  | 20  | 45  | 39  | N/A     | 37           |
|                            | Carer Payment Adult           | 63  | 48  | 8   | 24  | 53  | 48  | 51  | 77  | N/A     | 45           |
|                            | Disability Support Pension    | 74  | 125 | 104 | 110 | 106 | 119 | 127 | 125 | 79      | 120          |
|                            | Family Tax Benefit (A&B)      | 80  | 105 | 19  | 89  | 127 | 143 | 105 | 122 | 88      | 105          |
|                            | Family Tax Benefit A          | 165 | 98  | 29  | 79  | 108 | 135 | 96  | 124 | 135     | 97           |
|                            | Newstart Allowance            | 64  | 52  | 52  | 60  | 62  | 51  | 54  | 55  | 82      | 55           |
|                            | Parenting Payment (Partnered) | 192 | 99  | 3   | 55  | 107 | 89  | 63  | 32  | 14      | 77           |
|                            | Parenting Payment (Single)    | 62  | 90  | 14  | 70  | 79  | 106 | 80  | 51  | N/A     | 78           |
| Youth Allowance Job Seeker | 20                            | 66  | 13  | 59  | 52  | 45  | 44  | 54  | 45  | 56      |              |
| Youth Allowance Student    | 31                            | 31  | 11  | 28  | 32  | 32  | 39  | 60  | 8   | 34      |              |
| Apr '13                    | Age Pension                   | 88  | 71  | 7   | 62  | 60  | 131 | 67  | 60  | 123     | 70           |
|                            | Austudy                       | 4   | 79  | N/A | 55  | 60  | 4   | 70  | 119 | N/A     | 73           |
|                            | Carer Allowance Adult         | 101 | 46  | 6   | 56  | 24  | 26  | 51  | 46  | N/A     | 47           |
|                            | Carer Payment Adult           | N/A | 52  | 3   | 53  | 53  | 33  | 49  | 38  | 99      | 50           |
|                            | Disability Support Pension    | 103 | 113 | 58  | 125 | 111 | 120 | 98  | 98  | 43      | 110          |
|                            | Family Tax Benefit (A&B)      | 29  | 68  | 42  | 102 | 79  | 132 | 87  | 96  | 70      | 85           |
|                            | Family Tax Benefit A          | 93  | 73  | 42  | 87  | 49  | 65  | 58  | 62  | 134     | 70           |
|                            | Newstart Allowance            | 51  | 60  | 50  | 59  | 64  | 70  | 57  | 57  | 27      | 59           |
|                            | Parenting Payment (Partnered) | N/A | 92  | 4   | 60  | 76  | 141 | 119 | 97  | 200     | 90           |
|                            | Parenting Payment (Single)    | 32  | 75  | 31  | 60  | 60  | 49  | 65  | 65  | N/A     | 66           |
| Youth Allowance Job Seeker | 66                            | 60  | 28  | 65  | 43  | 55  | 58  | 56  | 29  | 58      |              |
| Youth Allowance Student    | 137                           | 91  | 1   | 70  | 65  | 40  | 76  | 62  | 90  | 79      |              |
| May '13                    | Age Pension                   | 175 | 65  | 218 | 85  | 65  | 46  | 75  | 92  | 200     | 79           |
|                            | Austudy                       | 51  | 55  | N/A | 66  | 79  | 44  | 62  | 32  | N/A     | 60           |
|                            | Carer Allowance Adult         | 23  | 41  | 70  | 51  | 63  | 48  | 67  | 45  | N/A     | 53           |
|                            | Carer Payment Adult           | N/A | 65  | 9   | 75  | 122 | 125 | 68  | 56  | 15      | 70           |
|                            | Disability Support Pension    | 142 | 153 | 99  | 148 | 142 | 129 | 163 | 133 | 85      | 151          |
|                            | Family Tax Benefit (A&B)      | 209 | 143 | 57  | 95  | 150 | 179 | 148 | 124 | N/A     | 130          |
|                            | Family Tax Benefit A          | 181 | 89  | 38  | 109 | 120 | 134 | 115 | 93  | 128     | 103          |
|                            | Newstart Allowance            | 57  | 57  | 82  | 52  | 54  | 49  | 59  | 55  | 70      | 56           |
|                            | Parenting Payment (Partnered) | 16  | 120 | 129 | 148 | 133 | 201 | 88  | 51  | N/A     | 117          |
|                            | Parenting Payment (Single)    | 47  | 98  | 5   | 115 | 119 | 84  | 112 | 65  | 15      | 102          |
| Youth Allowance Job Seeker | 29                            | 49  | 51  | 46  | 50  | 54  | 43  | 53  | 7   | 47      |              |
| Youth Allowance Student    | 110                           | 67  | 24  | 53  | 39  | 57  | 73  | 67  | 168 | 64      |              |

| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
|---------|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|---------|--------------|
| Jun '13 | Age Pension                   | 70  | 90  | 18  | 76  | 79  | 87  | 66  | 118 | 114     | 83           |
|         | Austudy                       | 180 | 117 | 23  | 110 | 80  | 65  | 103 | 115 | N/A     | 108          |
|         | Carer Allowance Adult         | 7   | 53  | 31  | 56  | 62  | 62  | 68  | 55  | N/A     | 57           |
|         | Carer Payment Adult           | 1   | 74  | 12  | 43  | 54  | 91  | 92  | 59  | N/A     | 69           |
|         | Disability Support Pension    | 128 | 149 | 143 | 155 | 155 | 128 | 164 | 132 | 97      | 152          |
|         | Family Tax Benefit (A&B)      | 103 | 200 | 114 | 203 | 148 | 179 | 189 | 192 | N/A     | 189          |
|         | Family Tax Benefit A          | 105 | 137 | 69  | 170 | 128 | 168 | 147 | 122 | 22      | 145          |
|         | Newstart Allowance            | 34  | 42  | 29  | 38  | 40  | 54  | 40  | 34  | 185     | 40           |
|         | Parenting Payment (Partnered) | 7   | 185 | 498 | 144 | 83  | 186 | 146 | 221 | N/A     | 166          |
|         | Parenting Payment (Single)    | 99  | 106 | 164 | 97  | 76  | 25  | 101 | 101 | N/A     | 101          |
|         | Youth Allowance Job Seeker    | 32  | 36  | 24  | 39  | 27  | 39  | 37  | 34  | 47      | 36           |
|         | Youth Allowance Student       | 95  | 121 | 117 | 113 | 133 | 118 | 125 | 103 | 124     | 120          |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
| Jul '13 | Age Pension                   | 71  | 105 | 94  | 91  | 83  | 139 | 98  | 87  | 113     | 98           |
|         | Austudy                       | 79  | 94  | 52  | 79  | 106 | 58  | 85  | 65  | N/A     | 85           |
|         | Carer Allowance Adult         | 72  | 50  | 141 | 57  | 22  | 2   | 43  | 31  | N/A     | 48           |
|         | Carer Payment Adult           | 159 | 72  | 7   | 62  | 105 | 106 | 78  | 58  | N/A     | 74           |
|         | Disability Support Pension    | 198 | 142 | 145 | 134 | 149 | 153 | 143 | 136 | 126     | 141          |
|         | Family Tax Benefit (A&B)      | 170 | 129 | 84  | 131 | 181 | 180 | 152 | 99  | N/A     | 138          |
|         | Family Tax Benefit A          | 126 | 146 | 129 | 132 | 141 | 171 | 148 | 165 | 236     | 145          |
|         | Newstart Allowance            | 23  | 64  | 64  | 57  | 55  | 52  | 60  | 48  | 136     | 59           |
|         | Parenting Payment (Partnered) | 225 | 153 | 7   | 149 | 111 | 174 | 161 | 132 | N/A     | 151          |
|         | Parenting Payment (Single)    | 45  | 128 | 109 | 112 | 269 | 89  | 121 | 116 | N/A     | 128          |
|         | Youth Allowance Job Seeker    | 20  | 52  | 1   | 39  | 60  | 46  | 52  | 37  | 29      | 47           |
|         | Youth Allowance Student       | 73  | 92  | 102 | 80  | 79  | 63  | 90  | 105 | 59      | 88           |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
| Aug '13 | Age Pension                   | 43  | 118 | 127 | 114 | 85  | 72  | 104 | 111 | 94      | 109          |
|         | Austudy                       | 5   | 65  | N/A | 35  | 65  | 87  | 40  | 53  | N/A     | 50           |
|         | Carer Allowance Adult         | 2   | 49  | 79  | 36  | 58  | 10  | 48  | 80  | N/A     | 46           |
|         | Carer Payment Adult           | 68  | 74  | 34  | 66  | 76  | 8   | 77  | 145 | N/A     | 75           |
|         | Disability Support Pension    | 75  | 106 | 44  | 115 | 111 | 94  | 79  | 88  | 99      | 98           |
|         | Family Tax Benefit (A&B)      | 54  | 64  | 25  | 46  | 51  | 24  | 52  | 61  | 22      | 54           |
|         | Family Tax Benefit A          | 66  | 77  | 62  | 83  | 84  | 71  | 82  | 80  | 27      | 80           |
|         | Newstart Allowance            | 86  | 55  | 48  | 46  | 43  | 52  | 55  | 49  | 57      | 52           |
|         | Parenting Payment (Partnered) | 154 | 170 | 128 | 121 | 110 | 202 | 118 | 170 | 340     | 139          |
|         | Parenting Payment (Single)    | 145 | 142 | 151 | 108 | 112 | 147 | 128 | 128 | 331     | 128          |
|         | Youth Allowance Job Seeker    | 60  | 47  | 21  | 35  | 35  | 8   | 50  | 28  | 27      | 41           |
|         | Youth Allowance Student       | 36  | 64  | 12  | 59  | 50  | 38  | 64  | 42  | 31      | 59           |

| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
|---------|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|---------|--------------|
| Sep '13 | Age Pension                   | 191 | 84  | 28  | 110 | 138 | 103 | 87  | 98  | 192     | 99           |
|         | Austudy                       | 33  | 43  | 152 | 47  | 53  | 25  | 40  | 36  | 18      | 44           |
|         | Carer Allowance Adult         | N/A | 49  | 1   | 42  | 71  | 173 | 60  | 71  | 156     | 56           |
|         | Carer Payment Adult           | N/A | 53  | 1   | 63  | 27  | 87  | 38  | 60  | N/A     | 51           |
|         | Disability Support Pension    | 89  | 97  | 88  | 95  | 84  | 86  | 93  | 77  | 18      | 92           |
|         | Family Tax Benefit (A&B)      | 51  | 78  | 43  | 64  | 40  | 38  | 84  | 53  | 16      | 69           |
|         | Family Tax Benefit A          | 34  | 77  | 106 | 78  | 74  | 77  | 81  | 58  | 244     | 76           |
|         | Newstart Allowance            | 34  | 42  | 19  | 43  | 28  | 68  | 49  | 32  | N/A     | 42           |
|         | Parenting Payment (Partnered) | 187 | 111 | 101 | 68  | 65  | 212 | 97  | 89  | N/A     | 96           |
|         | Parenting Payment (Single)    | 58  | 108 | 94  | 107 | 107 | 77  | 81  | 78  | 3       | 97           |
|         | Youth Allowance Job Seeker    | 36  | 39  | 13  | 34  | 32  | 19  | 34  | 31  | N/A     | 35           |
|         | Youth Allowance Student       | 39  | 51  | 40  | 47  | 37  | 66  | 50  | 37  | 62      | 48           |
| Oct '13 | Age Pension                   | 164 | 113 | 158 | 116 | 57  | 108 | 111 | 64  | 179     | 107          |
|         | Austudy                       | 67  | 46  | 117 | 59  | 40  | 64  | 41  | 31  | N/A     | 47           |
|         | Carer Allowance Adult         | 64  | 34  | 1   | 60  | 59  | 45  | 43  | 24  | N/A     | 43           |
|         | Carer Payment Adult           | N/A | 52  | 6   | 62  | 99  | 4   | 66  | 28  | N/A     | 57           |
|         | Disability Support Pension    | 136 | 111 | 88  | 113 | 102 | 87  | 95  | 108 | 6       | 105          |
|         | Family Tax Benefit (A&B)      | 163 | 170 | 163 | 142 | 123 | 161 | 151 | 161 | 79      | 153          |
|         | Family Tax Benefit A          | 126 | 146 | 136 | 176 | 162 | 174 | 164 | 153 | 182     | 160          |
|         | Newstart Allowance            | 34  | 48  | 45  | 42  | 48  | 35  | 53  | 40  | 10      | 47           |
|         | Parenting Payment (Partnered) | 76  | 96  | 28  | 104 | 88  | 42  | 94  | 112 | 297     | 97           |
|         | Parenting Payment (Single)    | 94  | 80  | 17  | 99  | 75  | 84  | 94  | 82  | 163     | 88           |
|         | Youth Allowance Job Seeker    | 15  | 38  | 9   | 43  | 23  | 27  | 35  | 37  | N/A     | 36           |
|         | Youth Allowance Student       | 56  | 47  | 121 | 38  | 43  | 55  | 54  | 48  | 27      | 48           |
| Nov '13 | Age Pension                   | 171 | 143 | 159 | 128 | 84  | 146 | 153 | 137 | 174     | 141          |
|         | Austudy                       | 10  | 59  | 5   | 59  | 53  | 36  | 59  | 43  | N/A     | 56           |
|         | Carer Allowance Adult         | 2   | 38  | 1   | 31  | 55  | 84  | 20  | 28  | N/A     | 32           |
|         | Carer Payment Adult           | 65  | 70  | 61  | 81  | 42  | 39  | 90  | 70  | N/A     | 71           |
|         | Disability Support Pension    | 142 | 158 | 133 | 144 | 163 | 158 | 151 | 149 | 172     | 153          |
|         | Family Tax Benefit (A&B)      | 123 | 162 | 157 | 138 | 106 | 99  | 141 | 168 | 322     | 147          |
|         | Family Tax Benefit A          | 147 | 166 | 96  | 163 | 136 | 162 | 154 | 159 | 307     | 158          |
|         | Newstart Allowance            | 34  | 48  | 91  | 40  | 46  | 28  | 49  | 44  | 121     | 46           |
|         | Parenting Payment (Partnered) | 258 | 108 | 165 | 85  | 114 | 68  | 96  | 72  | N/A     | 97           |
|         | Parenting Payment (Single)    | 70  | 102 | 91  | 85  | 81  | 87  | 81  | 72  | 7       | 87           |
|         | Youth Allowance Job Seeker    | 14  | 33  | 72  | 32  | 16  | 19  | 28  | 43  | N/A     | 31           |
|         | Youth Allowance Student       | 72  | 49  | 3   | 50  | 57  | 25  | 55  | 35  | 141     | 51           |

| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
|---------|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|---------|--------------|
| Dec '13 | Age Pension                   | 91  | 129 | 96  | 100 | 113 | 98  | 116 | 97  | 189     | 117          |
|         | Austudy                       | 21  | 44  | 25  | 33  | 74  | 66  | 36  | 59  | 5       | 43           |
|         | Carer Allowance Adult         | 3   | 36  | 60  | 48  | 66  | 60  | 52  | 39  | N/A     | 46           |
|         | Carer Payment Adult           | 0   | 56  | 3   | 79  | 78  | 20  | 77  | 45  | 202     | 67           |
|         | Disability Support Pension    | 110 | 167 | 136 | 140 | 140 | 132 | 158 | 157 | 308     | 154          |
|         | Family Tax Benefit (A&B)      | 135 | 116 | 145 | 89  | 146 | 35  | 140 | 154 | 142     | 120          |
|         | Family Tax Benefit A          | 187 | 131 | 146 | 132 | 151 | 131 | 127 | 127 | 116     | 133          |
|         | Newstart Allowance            | 58  | 42  | 25  | 45  | 39  | 44  | 50  | 38  | 5       | 44           |
|         | Parenting Payment (Partnered) | 170 | 75  | 71  | 68  | 41  | 152 | 81  | 66  | N/A     | 77           |
|         | Parenting Payment (Single)    | 101 | 77  | 36  | 86  | 124 | 45  | 96  | 45  | N/A     | 83           |
|         | Youth Allowance Job Seeker    | 13  | 42  | 6   | 46  | 22  | 28  | 38  | 48  | N/A     | 40           |
|         | Youth Allowance Student       | 27  | 71  | 73  | 49  | 67  | 58  | 62  | 55  | 0       | 61           |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
| Jan '14 | Age Pension                   | 24  | 109 | 147 | 107 | 84  | 70  | 106 | 93  | 187     | 105          |
|         | Austudy                       | 37  | 72  | 16  | 69  | 57  | 37  | 68  | 89  | N/A     | 67           |
|         | Carer Allowance Adult         | N/A | 56  | 36  | 59  | 56  | 103 | 49  | 33  | N/A     | 53           |
|         | Carer Payment Adult           | N/A | 68  | 2   | 63  | 69  | 14  | 73  | 61  | N/A     | 64           |
|         | Disability Support Pension    | 127 | 164 | 160 | 145 | 155 | 179 | 149 | 152 | 169     | 155          |
|         | Family Tax Benefit (A&B)      | 113 | 145 | 182 | 156 | 135 | 134 | 140 | 131 | 91      | 143          |
|         | Family Tax Benefit A          | 184 | 138 | 166 | 141 | 160 | 144 | 160 | 136 | 188     | 147          |
|         | Newstart Allowance            | 47  | 58  | 28  | 54  | 53  | 48  | 56  | 43  | 87      | 54           |
|         | Parenting Payment (Partnered) | 24  | 70  | 117 | 77  | 66  | 22  | 81  | 34  | N/A     | 70           |
|         | Parenting Payment (Single)    | 94  | 77  | 26  | 71  | 80  | 131 | 81  | 90  | 16      | 78           |
|         | Youth Allowance Job Seeker    | 26  | 33  | 18  | 41  | 39  | 17  | 50  | 31  | N/A     | 39           |
|         | Youth Allowance Student       | 50  | 77  | 9   | 53  | 51  | 79  | 65  | 53  | N/A     | 65           |
| MONTH   | Benefit Type                  | ACT | NSW | NT  | QLD | SA  | TAS | VIC | WA  | Unknown | Average Days |
| Feb '14 | Age Pension                   | 136 | 143 | 87  | 142 | 110 | 94  | 136 | 99  | 120     | 133          |
|         | Austudy                       | 33  | 100 | 141 | 107 | 214 | 59  | 69  | 40  | N/A     | 92           |
|         | Carer Allowance Adult         | 49  | 93  | 0   | 54  | 55  | 57  | 68  | 69  | N/A     | 70           |
|         | Carer Payment Adult           | N/A | 96  | 72  | 80  | 57  | 6   | 83  | 40  | N/A     | 82           |
|         | Disability Support Pension    | 116 | 157 | 173 | 133 | 135 | 134 | 128 | 121 | 202     | 140          |
|         | Family Tax Benefit (A&B)      | 119 | 144 | 52  | 118 | 141 | 120 | 130 | 91  | 262     | 128          |
|         | Family Tax Benefit A          | 165 | 136 | 104 | 113 | 121 | 207 | 105 | 123 | 30      | 123          |
|         | Newstart Allowance            | 36  | 36  | 37  | 38  | 40  | 45  | 39  | 38  | 126     | 38           |
|         | Parenting Payment (Partnered) | N/A | 56  | 17  | 40  | 61  | 117 | 53  | 67  | N/A     | 57           |
|         | Parenting Payment (Single)    | 122 | 75  | 117 | 45  | 34  | 121 | 53  | 20  | N/A     | 59           |
|         | Youth Allowance Job Seeker    | 16  | 36  | 22  | 30  | 32  | 53  | 29  | 22  | 24      | 31           |
|         | Youth Allowance Student       | 61  | 92  | 18  | 66  | 52  | 65  | 70  | 51  | 225     | 74           |

## c) Number of internal reviews still outstanding by payment type and state.

As at 14 March 2014

| Benefit Type                  | ACT | NSW   | NT  | QLD   | SA  | TAS | VIC   | WA  | Unknown | Grand Total |
|-------------------------------|-----|-------|-----|-------|-----|-----|-------|-----|---------|-------------|
| Age Pension                   | 27  | 609   | <20 | 323   | 122 | 44  | 431   | 166 | 74      | 1,802       |
| Austudy                       | <20 | 47    | <20 | 29    | <20 | <20 | 36    | <20 | <20     | 147         |
| Carer Allowance Adult         | <20 | 188   | <20 | 94    | 53  | <20 | 134   | 38  | <20     | 533         |
| Carer Payment Adult           | <20 | 257   | <20 | 102   | 48  | <20 | 173   | 48  | <20     | 654         |
| Disability Support Pension    | 61  | 3,755 | 110 | 2,045 | 922 | 221 | 2,262 | 700 | 22      | 10,098      |
| Family Tax Benefit (A&B)      | <20 | 283   | <20 | 211   | 38  | 28  | 172   | 84  | <20     | 841         |
| Family Tax Benefit A          | <20 | 371   | <20 | 291   | 105 | 38  | 280   | 112 | <20     | 1,227       |
| Newstart Allowance            | 24  | 639   | <20 | 403   | 160 | 38  | 472   | 171 | <20     | 1,924       |
| Parenting Payment (Partnered) | <20 | 74    | <20 | 32    | <20 | <20 | 52    | <20 | <20     | 194         |
| Parenting Payment (Single)    | <20 | 113   | <20 | 78    | 26  | <20 | 91    | 33  | <20     | 349         |
| Youth Allowance Job Seeker    | <20 | 96    | <20 | 110   | <20 | <20 | 79    | 29  | <20     | 344         |
| Youth Allowance Student       | <20 | 159   | <20 | 82    | 36  | <20 | 111   | 37  | <20     | 452         |

































The table above reflects the numbers of appeals to the Administrative Appeals Tribunal (AAT) initiated by a customer.

In addition, appeals to the AAT can be initiated by the Secretary of Human Services. The number of appeals initiated by the Secretary to the AAT by benefit type and state, each month since July 2012 totalled 69. Within the period July 2012 to February 2014, no state registered appeals greater than 20, therefore for privacy reasons, the numbers have not been provided. The only states that registered appeals greater than 20 over the entire period (July 2012 to February 2014) were New South Wales with 27 appeals and South Australia with 23.