

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Centrelink – Appeals of Decisions

Question reference number: HS 33

Senator: Fifield

Type of question: Written

Date set by the committee for the return of answer: 27 July 2012

Number of pages: 2

Question:

- a) How many Centrelink decisions were appealed in 2010-2011?
- b) How many Centrelink decisions were appealed in 2011-2012?
- c) How many of these appeals were upheld?

Answer:

- a) and b) The table below shows how many Centrelink payment decisions were appealed in the 2010-11 financial year and from 1 July 2011 to 31 March 2012 in the 2011-12 financial year.

Merit review applications	2010-11	1 July 2011 to 31 March 2012
Internal reviews	195,277	134,109
Social Security Appeals Tribunal (SSAT)	11,087	8,095
Administrative Appeals Tribunal (AAT)— Customer applications	1,975	1,182
AAT—Secretary applications	33	28

- c) The table below shows how many Centrelink payment decisions were unchanged (upheld or withdrawn) in the 2010-11 financial year and from 1 July 2011 to 31 March 2012 in the 2011-12 financial year.

Merit review outcomes	Unchanged decisions ¹	
	2010–2011	1 July 2011- 31 March 2012
Authorised Review Officer	67.7% (42,274)	70.7% (40,752)
SSAT	70.3% (7,180)	73.5% (5,433)
AAT—Customer applications	68.5% (1,456)	70.9% (885)
AAT—Secretary applications ²	42.9% (18)	75.7% (28)

¹ Unchanged decisions include withdrawals for a number of reasons.

² Secretary applications are managed in accordance with policy departments' instructions.