Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013
ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Centrelink Reviews and Appeals – Update

Question reference number: HS 58

Senator: Siewert
Type of question: Written
Date set by the committee for the return of answer: 24 January 2014
Number of pages: 3

Question:

Provide an update to Question HS 56 (see below) for the period 2012-13, See: Senate Community Affairs Legislation Committee, Supplementary Estimates, 18 October 2012, Answers to Questions on Notice, Human Services Portfolio.

> HS 56: With reference Additional Budget Estimates, 18 February 2012, DHS QoN HSW 6, please provide Centrelink review and appeal numbers for 2012-13 by Indigenous and non-Indigenous, income support recipient/ payment type, by state and territory, including totals, by level of appeal (i.e. Original Decision Maker, Authorised Review Officer, Social Security Appeals Tribunal and Administrative Appeals Tribunal).

Answer:

Total appeals by level:

- 135,428 requests for an internal review of a decision were received;
- 12,166 requests for review by the Social Security Appeals Tribunal (SSAT) were received;
- 1,951 requests for review by the Administrative Appeals Tribunal (AAT) were received; and
- 48 Secretary requests for review by the AAT were received.

By Indigenous and non-Indigenous:

- 11,396 Indigenous and 114,856 non-Indigenous requests for an internal review of a decision were received, and 9,176 requests were made where it is unknown whether the person was Indigenous or non-Indigenous;
- 699 Indigenous and 10,762 non-Indigenous requests for review by the SSAT were received, and 705 requests were made where it is unknown whether the person was Indigenous or non-Indigenous;
- 52 Indigenous and 1,808 non-Indigenous customer requests for review by the AAT were received, and 91 were made where it is unknown whether the person was indigenous or non-Indigenous; and

- <20 Indigenous and 33 non-Indigenous Secretary requests for review by the AAT were received, and <20 requests were made where it is unknown whether the person was Indigenous or non-Indigenous.*

  * *In accordance with the protocol for the release of Social Security Information numbers less than 20 are not released publicly.*

Appeals received by level (top 20) payment type:

Payment Type	Review Officer	Social Security Appeals Tribunal (SSAT)	Administrative Appeals Tribunal (AAT) (Customer Appeal) *	Administrative Appeals Tribunal (AAT) (Secretary Appeal) *
Newstart Allowance	39,269	2,889	216	<20
Disability Support Pension	23,777	4,252	979	22
Family Tax Benefit A	10,270	737	90	<20
Age Pension	8,187	784	203	<20
Youth Allowance Job Seeker	8,506	389	25	<20
Youth Allowance	8,167	354	39	<20
Family Tax Benefit (A&B)	4,701	413	43	<20
Parenting Payment (Single)	4,203	399	44	<20
Carer Payment Adult	2,681	211	29	<20
Carer Allowance Adult	2,550	189	32	<20
Austudy	2,401	176	37	<20
Parenting Payment (Partnered)	2,100	175	<20	<20
Standard Rural Appeals	1,626	84	<20	<20
Child Care Benefit	1,378	79	<20	<20
Rent Assistance	1,271	66	<20	<20
Paid Parental Leave (Customer)	1,218	115	<20	<20
Baby Bonus	1,121	134	<20	<20
FACS Pensioner Education Supplement	1,132	67	<20	<20
Carer Allowance Child	1,009	93	<20	<20
Jet Child Care Fee Assistance	1,038	<20	<20	<20
Total	**126,605**	*****	**1,821**	**41**

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Total appeals received, by state and territory:

State/Territory	Internal Review	SSAT	AAT (customer) *	AAT (Secretary) *
Australian Capital Territory	1,609	125	<20	<20
New South Wales	44,540	4,213	745	<20
North Territory	1,576	106	21	<20
Queensland	29,150	2,325	324	<20
South Australia	10,675	1,121	164	<20
Tasmania	3,411	325	41	<20
Victoria	32,950	3,044	484	<20
Western Australia	10,982	836	144	<20
Region unknown	535	71	<20	<20
Total	**135,428**	**12,166**	**1,951**	**48**

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