

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Centrelink Reviews and Appeals

Question reference number: HS 97

Senator: Moore

Type of question: Written

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

Number of pages: 3

Question:

Please also provide numbers, by state, of all the following:

- a) appeals;
- b) reviews;
- c) complaints and feedback;

in relation to each of:

- FTB A;
- FTB B;
- Paid Parental Leave;
- Dad and Partner Pay;
- Parenting Payment;
- Double Orphan Pension;
- Age Pension;
- Pension Bonus Scheme;
- Wife Pension;
- Disability Support Pension;
- Carer Payment; and
- Newstart.

Answer:

a) Internal reviews may be referred to as both Appeals and Reviews. Internal Reviews received for benefit type, by state, for 2012-13 financial year:

State/territory	FTB (A&B)	FTB A	FTB B	Paid Parental Leave	Dad & Partner Pay	Parenting Payment	Double Orphan Pension	Age Pension	Pension Bonus Scheme	Wife Pension	Disability Support Pension	Carer Payment	Newstart
Australian Capital Territory	69	125	<20	37	<20	82	<20	116	<20	<20	159	35	420
New South Wales	1,470	3,093	94	457	<20	1,982	<20	2,779	170	<20	8,482	1,299	12,788
Northern Territory	67	146	<20	<20	<20	113	<20	58	<20	<20	213	70	424
Queensland	1,095	2,491	81	195	<20	1,369	<20	1,605	110	<20	4,832	664	7,932
South Australia	335	875	24	75	<20	456	<20	553	30	<20	2,076	220	3,326
Tasmania	142	313	<20	<20	<20	172	<20	188	<20	<20	632	100	808
Victoria	1,091	2,290	75	283	25	1,585	<20	1,994	129	<20	5,753	812	9,835
Western Australia	413	891	34	135	<20	536	<20	715	69	<20	1,516	217	3,646
Unknown	<20	46	<20	<20	<20	<20	<20	179	<20	<20	96	<20	90
Total	4,701	10,270	340	1,224	69	6,303	20	8,187	528	50	23,777	3,425	39,269

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

b) Refer to question (a).

c) Complaints and Feedback – 2012-13 Financial Year

Payment Type	Complaints	Compliments	Suggestions
Family Tax Benefit A	6,293	881	122
Family Tax Benefit B	89	10	3
Paid Parental Leave	535	51	11
Dad and Partner Pay	46	3	3
Parenting Payment	2,806	415	46
Double Orphan Pension	6	2	0
Age Pension	5,130	1,688	299
Pension Bonus Scheme	41	19	1
Wife Pension	20	3	1
Disability Support Pension	5,235	1,026	159
Carer Payment	1,102	277	30
Newstart Allowance	11,140	2,038	229

Source: Integrated Customer Feedback Database