

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2013-14 Supplementary Estimates Hearings**

**Outcome Number:** Cross Outcome - Across Programs

**Question No:** 23

**Topic:** SSAT

**Hansard Page:** 21/11/2013 CA25

**Senator Peris** asked:

Can you provide a break down by state and territory of the average waiting time for appeals for 2012-13 and for the first quarter of 2013-14.

**Answer:**

An appeal cannot be set down for hearing until the SSAT receives the relevant papers from the Department of Human Services, which must be sent to the SSAT within 28 days of notification by the SSAT of the application for review. The SSAT then sends a copy of the papers to the applicant so that he or she can prepare for the hearing.

The average time from registration to finalisation of an application for review of a decision made by an officer in Centrelink was 8.3 weeks in 2012-13. The average time for the first quarter of 2013-14 was 8.2 weeks.

The average time from registration to finalisation of an application for review of a decision made by an officer in the Child Support Agency was 12.7 weeks in 2012-13. The average time for the first quarter of 2013-14 was 12.9 weeks.