

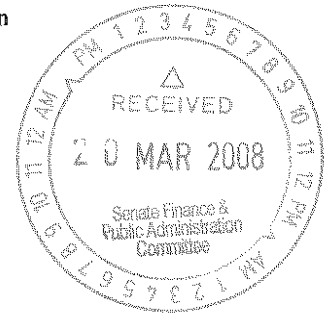
Senate Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates 2007-08 – February 2008



Question: HS27

Outcome 1, Output 1.1

Topic: Centrelink – Appeals against "failures"

Hansard Page/Written Question on Notice: Written

SENATOR SIEWERT asked on 22/02/2008:

- (a) How many appeals have been made against "failures" including 8 week non-payment periods?
Can the data be broken down by the type of payment received?
- (b) How many have been successful?
- (c) How many successful appeals have then been appealed by Centrelink?
- (d) What is Centrelink's policy on appealing decisions that go against it? What factors are taken into account in the decision to appeal a decision?

Answer:

- (a) Number of appeals in 2007 by customers against "failures" including non-payment periods.

Type of Payment	Number of customers who appealed
Newstart Allowance	729
Parenting Payment Partnered	0
Parenting Payment Single	2
Youth Allowance (Jobseeker)	65
Youth Allowance (Student)	1
Total	797

- (b) 98.

- (c) and (d) Appeals are made by the Secretary of the relevant policy department, not by Centrelink.