

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

Outcome Number: Cross Outcome - Across Programs

Question No: 201

Topic: SSAT

Hansard Page: Written

Senator Moore asked:

Please provide the number and percentage of successful appeals by payment type and by state in the year 2013/2014. Please provide the average waiting time for successful resolution of an appeal by payment type in the year 2013/2014.

Answer:

The SSAT does not record whether the outcome of an application for review is “successful”. An application for review may cover more than one decision and the SSAT records whether the decision was affirmed, varied or set aside. As previously stated (*Hansard* Senate, Community Affairs Legislation Committee, Estimates, 3 June 2013 pages 42- 43), a decision which is varied or set aside is not necessarily more favourable to the applicant.

The SSAT separately reports, in the appendices to its Annual Report, the number and percentage of decisions which are varied or set aside by payment type and by State. A copy of such reports for the first half of 2013-14 is attached as Tables A and B.

In its Annual Report, the SSAT reports the time from the date of registration of applications for review of decisions made by officers in Centrelink to the date of finalisation. For the first half of 2013-14, the average time was 7.2 weeks. This time would be unaffected by the nature of the decision made by the SSAT (that is, whether the SSAT affirmed the decision under review, varied the decision under review or set aside the decision under review).