

## Senate Community Affairs Legislation Committee

### BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** AAT Appeals – Data Discrepancies

**Question reference number:** HS 19 (SQ17-000100)

**Senator:** Siewert

**Type of question:** Hansard page 127

**Date set by the committee for the return of answer:** 21 July 2017

**Number of pages:** 1

#### **Question:**

Senator SIEWERT: Maybe you could take on notice why yours are different to theirs, how you track them differently.

Ms Campbell: And are you talking level 1 at the moment?

Senator SIEWERT: Yes, I am.

Ms Campbell: And did you talk level 1 and level 2? There are different categorisations of that.

Senator SIEWERT: Could you then give us—and I will shut up, Senator Pratt—the level 2 data?

Senator PRATT: No, that is a sensible intervention.

Ms Golightly: I would need to take that on notice. I can get them for you, yes.

#### **Answer:**

Both the Administrative Appeals Tribunal (AAT) and the Department maintain systems to track and monitor their appeals workload. The data in these systems may be different, including, for example, because people appeal a decision directly to the AAT without first requesting a review by the Department. Where the AAT records this outcome as ‘no jurisdiction’, the Department does not have a record of the person’s request as it was made directly to the AAT. Where the AAT record an outcome as ‘no jurisdiction’ this means the AAT has no legislative ability to review the customer’s decision.

The AAT has confirmed that when they exclude the ‘no jurisdiction’ cases, their figures are comparable to those of the Department.