



Australian Government



Social Security
Appeals Tribunal

Annual Report 2010-2011

Social Security Appeals Tribunal

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**Social Security
Appeals Tribunal**

National Office
24th Floor, 500 Collins Street
Melbourne Vic 3000
P O Box 218
Collins Street West
Melbourne VIC 3000
Telephone: 03 8626 4923
Facsimile: 03 8626 4949
Email: info@ssat.gov.au

The Hon. Jenny Macklin, MP
Minister for Families, Housing, Community Services and Indigenous Affairs
Parliament House
Canberra ACT 2600

14 September 2011

Dear Minister,

In accordance with clause 25(1) of Schedule 3 of the *Social Security (Administration) Act 1999*, I present to you the Annual Report of the Social Security Appeals Tribunal covering the Tribunal's operations for the year ended 30 June 2011.


Jane Macdonnell
Principal Member

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The Year in Review

Overview by the Principal Member Registrar's report

Overview by the Principal Member

The year saw significant change at the Social Security Appeals Tribunal (**SSAT**).

The first change was the retirement of Les Blacklow who, as Principal Member, had led the SSAT for more than eight years. I took up the appointment of Principal Member in August 2010.

The second significant change was to the constitution of the SSAT.

When the Tribunal commenced its life as the creation of Ministerial Instruction in 1975, it was usual to have three or four members conduct a review even though the SSAT only had the power to make a recommendation to the Director-General of the then Department of Social Security as to what decision should be made.

In 1988, the SSAT was created by statute and empowered to change the reviewable decision. Thereafter, the SSAT continued to be constituted by three members for most reviews until 2002 when constitution by two members became normative. When the SSAT acquired jurisdiction in 2007 to review decisions made under the child support legislation, the usual practice was for the SSAT to be constituted by two members for those reviews.

At the beginning of 2011, the SSAT commenced its transition to constitution by one member other than in exceptional cases, which include the more difficult of the child support reviews. This change in constitution acknowledges the evolution of the SSAT, the qualifications and skills of its members and the fact that the SSAT is not the final tier of merits review for most reviewable decisions.

An applicant who is dissatisfied with a decision of the SSAT on a review of a decision made by an authorised review officer at Centrelink may apply to the Administrative Appeals Tribunal (**AAT**) for further merits review. A party who is dissatisfied with the

SSAT's decision on a review of a decision made by an objections officer in the Child Support Agency as to the percentage of care by a parent or non-parent carer (of a child in respect of whom child support is payable) may apply to the AAT for further merits review.

The constitution of the SSAT by one member for most reviews also fulfils the tribunal's statutory objective of providing a mechanism of review that is economical as well as fair, just, informal and quick. It increases the tribunal's capacity to hear matters and should reduce the time from application to finalisation of a review. I am pleased to report that the SSAT has not received any negative feedback from applicants about hearings conducted by a single member.

The third significant change is still a work in progress. It involves replacement of the SSAT's case management system with a system which will better support management of reviews and capture more information to assist agencies which make the reviewable decisions. The planning, tendering and design of the new case management system has required input from members and staff who have willingly undertaken the additional work. The fruits of their labour are expected to be delivered in early 2012.

However, some things don't change. Child support reviews generally continue to absorb more time from case managers due to the volume of documents, the high level of contact from some parties, and the non-compliance of some parties with directions made by delegates of the Principal Member. Child support reviews also require more time from members (in the conduct of pre-hearing conferences, preparation for the hearing, exercise of delegated power to obtain information, conduct of the hearing and writing of decisions) than reviews of decisions made by officers of Centrelink.

The SSAT's work does not always end with the delivery of its decision on a child support review. As reviews arise from the parties' disagreement as to the amount of child support which should be paid, at least one of the parties is likely to be dissatisfied with the SSAT's decision. Some parties refuse to accept that the SSAT will not (indeed, cannot) change its decision at their insistence. Dealing with such complaints increases the SSAT's workload.

Where there is no further right of merits review by the AAT of a decision made by the SSAT in respect of child support, an appeal lies under the child support legislation to a court with jurisdiction on a question of law. That statutory limitation reflects the position in relation to a decision of the AAT which can be appealed on a question of law to the Federal Court of Australia. However, it is apparent from the Notices of Appeal served on the SSAT that limitation is not understood by parties or their advisers in many cases. Courts with jurisdiction to hear appeals under the child support legislation continue to be invited to engage in merits review.

The SSAT understands that, as part of its current consideration of avenues of judicial review from administrative decisions, the Administrative Review Council will address statutory appeals.

It was fortuitous for the SSAT that the fall in the number of Centrelink reviews in 2009-10 continued in 2010-11. That further fall enabled the Tribunal to meet the time and cost challenges of its child support jurisdiction. Even then, the SSAT ended the year with a loss.

There continues to be a disparity between the remuneration of members of the SSAT and of other persons conducting merits review (as members of other Commonwealth and State tribunals or as independent merits reviewers). This disparity featured in the continued loss of some of the SSAT's most highly skilled members or a reduction in their availability to sit on SSAT reviews. Such loss of expertise impacts on the SSAT's ability to continue to meet its performance standards.

The SSAT's performance in 2010-11 reflects the dedication of its members and staff, even at times of personal adversity due to the deaths of family members, or to damage to their homes in the January floods.

Members and staff also mourned the deaths of a member (Dr Yvonne Haslam), and a former member (Mrs Pat D'Cunha). Both contributed much to the SSAT.

On a happy note, the SSAT welcomed the appointments of a new part-time member in Western Australia (Dr Michael Jones) and three new part-time members in the Australian Capital Territory (Professor Peter Camilleri, Ms Meredith Boroky and Mr Kenneth Patterson) and looks forward to another busy year.

Finally, I thank the Senior Members and the Registrar for the assistance they have given me in the discharge of my statutory responsibilities.

Jane Macdonnell
Principal Member

Registrar's report

This financial year the SSAT prepared for the commencement of the Paid Parental Leave (PPL) legislation. Since the commencement of that legislation on 1 October 2010, the SSAT has received only 15 applications for review of Paid Parental Leave decisions. The small number of applications for review of Paid Parental Leave decisions to date belies the extent of preparation by the SSAT to ensure the smooth introduction of this new jurisdiction. Those preparations included adaptations of the SSAT's case management system, conduct of staff training, assistance to members, and dissemination of information through fact sheets and web content.

As reported previously, the SSAT is replacing its case management system. A public tender was held and McGirr Information Technology was the successful tenderer. Case management software is being customised to meet the SSAT's requirements. Some of those requirements are unique to the SSAT and are due to the inherent difference between the SSAT's child support jurisdiction (which involves disputes between individuals) and the kind of reviews done by other Commonwealth tribunals.

Much work was done on system design, and the prototype has been developed and tested. The new system (known as **AMS**) will be operational in early 2012. It will streamline clerical processes and capture data to aid management of the SSAT's operations. AMS will also capture data to inform feedback to agencies on the quality of their decisions and of their explanations of those decisions, as well as their compliance with their statutory obligations to provide relevant documents to the SSAT.

AMS necessitated a migration of the SSAT's current office systems from a Lotus/Domino platform to a Microsoft platform. This migration will provide the SSAT with an adaptable system which aligns with other Government agencies, allows systems integration and achieves other efficiencies.

For the past two years, the SSAT has recorded a decline in applications for review. This year the SSAT received 12,390 applications for review, a drop of 11% compared to the previous year (13,867 applications).

However, there have been productivity improvements in other aspects of the SSAT's operations. Three positions in the national office were made redundant. At the same time, the national office assumed full responsibility for financial expenditure in lieu of state budgets. The reason for this change was that so little of the SSAT's expenditure could be regarded as discretionary, it is more efficient to manage budgets centrally. Registries have no control over their review workloads and those workloads can vary across the states within the year.

A more national approach was also implemented to training and development. The national office continued to be responsible for internal staff training and took over management of requests to attend external training activities. A committee of Senior Members and the Manager of the Member Support Unit focuses on development priorities and activities for members.

Complementing the national approach to training, the SSAT's performance development system for staff was enhanced and is to be moved to an electronic system. The successful tenderer for the work was NGA.net. The new system is expected to commence in September 2011.

Prior to acquisition of its child support jurisdiction, the SSAT engaged the Australian Federal Police (**AFP**) to undertake a review of state registries. With the transition to constitution of the SSAT by a single member in most Centrelink matters, the SSAT engaged the AFP to do a further review. Recommendations of the AFP were accepted by the Principal Member. Most were implemented immediately but delay has been experienced in the replacement of hearing room furniture.

In 2011-12, the SSAT will consolidate the registries and hearing rooms on one floor in Brisbane and in Sydney. In Brisbane, this will involve a move from two buildings to one building, and in Sydney the lease of additional space on the one floor and the vacation of space on another floor in the same building.

A review of the SSAT's records was conducted this financial year and the location of each record is being input into the SSAT's electronic document management system (Objective), to allow the ready location of records and the automatic production of lists of records destroyed in accordance with destruction schedules approved by National Archives of Australia.

In January 2011, the SSAT's Business Continuity Plan was tested by the flooding in the Brisbane area. Fortunately, the plan was not found wanting. The SSAT's registry in the Brisbane CBD was closed for three and a half days to ensure the safety of members, staff, and parties to reviews. Telephone calls were diverted to registries in Melbourne and Sydney and those registries also contacted parties to reschedule hearing appointments or set up telephone conference calls if parties wanted the hearing to proceed and the members were in a position to do so.

Each registry and national office undertook fundraising activities for victims of floods and donated to the Premier's Flood Appeal in Queensland. A donation was also made to the flood appeal in Victoria.

Finally I would like to extend my thanks to the staff of the SSAT for their role in the SSAT's achievements during the year.

John E. Collins
Registrar

Overview of the SSAT

Role and functions

Jurisdiction and powers

Structure of the SSAT

Role and functions

The Social Security Appeals Tribunal (**SSAT**) was established by Ministerial Instruction in 1975 and by legislation in 1988. Its existence was continued by the *Social Security (Administration) Act 1999*.

The SSAT provides independent merits review of decisions made under the *Social Security Act 1991*, *Social Security (Administration) Act 1999*, *A New Tax System (Family Assistance) Act 1999*, *A New Tax System (Family Assistance) (Administration) Act 1999*, *Paid Parental Leave Act 2010*, *Student Assistance Act 1973*, and *Farm Household Support Act 1992*.

The SSAT also reviews decisions made under the *Health Insurance Act 1973* in relation to entitlement to health care cards, and decisions regarding the amount of arrears of service pension payable under the *Veterans' Entitlements Act 1986* where the veteran's partner was receiving a social security payment.

The reviewable decisions made under these nine Acts are made by officers employed in Centrelink. *The Paid Parental Leave Act 2010* did not commence until 1 October 2010. Except where otherwise indicated in this Annual Report, these decisions are called "Centrelink decisions".

The SSAT also reviews decisions made under the *Child Support (Assessment) Act 1989* and the *Child Support (Registration and Collection) Act 1988* by officers employed in the Child Support Agency (**CSA**). These decisions are referred to in this Annual Report as "CSA decisions".

The SSAT is within the portfolio of the Minister for Families, Housing, Community Services and Indigenous Affairs (**FaHCSIA**). The SSAT is not an agency under the *Public Service Act 1999* and is not a prescribed agency under the *Financial Management and Accountability Act 1997*.

The overview in the Portfolio Budget Statements for 2010-11 refers to the statutory objective of the SSAT (which is to "provide a mechanism of review that is fair, just, economical, informal and quick") and states that the SSAT "contributes to the portfolio by ensuring that administrative decisions of Centrelink and the Child Support Agency are consistent with the legislation".

The Portfolio Budget Statement does not contain an "outcome" for the SSAT but states that it is the "objective" of the SSAT to "conduct merits review of administrative decisions made under a number of enactments, in particular social security law, family assistance law and child support law".

Merits review requires the SSAT to make the legally correct decision and, where more than one decision would be legally correct, the preferable decision on the evidence and material which is before the SSAT.

The SSAT's output is the finalisation of applications for review. Some applications seek review of more than one decision. Most applications are finalised by a hearing.

Jurisdiction and powers

The SSAT cannot review a decision made by an officer of Centrelink unless that decision has been reviewed by an authorised review officer (**ARO**). It is the practice of Centrelink to treat an application to the SSAT for review of a decision, which has not been reviewed by an ARO, as a request for review by an ARO.

The SSAT cannot review a decision made by an officer of the CSA unless that decision has been reviewed by an objections officer in the CSA. It is not the practice of the CSA to automatically treat the application to the SSAT for review of a decision,

which has not been reviewed by an objections officer, as an application for review by an objections officer.

Also, the CSA sometimes rejects an objection on the basis that it is not “valid”, and adopts the view that the SSAT has no jurisdiction. However, the SSAT may decide to conduct a hearing for the purpose of deciding whether it has jurisdiction.

The powers exercisable by the SSAT, or its Principal Member, for the purposes of a review are set out in the *Social Security (Administration) Act 1999*, the *A New Tax System (Family Assistance) (Administration) Act 1999*, the *Child Support (Registration and Collection) Act 1988* and the *Paid Parental Leave Act 2010*.

In reviewing a decision, the SSAT is not bound by legal technicalities, legal forms or rules of evidence and must act as speedily as a proper consideration of the review allows. In determining what a proper consideration requires, the SSAT must have regard to its statutory objective of providing a mechanism of review that is fair, just, economical, informal and quick.

The SSAT may exercise the powers and discretions of the decision-maker (subject to some exceptions).

Unless an application for review by the SSAT is discontinued, withdrawn or dismissed, the SSAT must make a decision to affirm, vary or set aside the reviewable decision.

Where the SSAT sets aside a decision, the SSAT may either substitute a new decision or send the matter back to Centrelink or the CSA (as the case may be) for reconsideration in accordance with any directions or recommendations of the SSAT.

Structure of the SSAT

The Principal Member is responsible for the overall operation and administration of the SSAT. Ms Jane Macdonnell was appointed as the Principal Member on 2 August 2010 for a term ending on 30 June 2015.

The SSAT has an office, known as a registry, in each of the capital cities except Darwin. Each registry is led by a Senior Member and a Deputy Registrar (previously known as the “State Business Manager”). In some States, the Senior Member is assisted by one or more Assistant Senior Members. The Deputy Registrar and other staff in the registry are members of the Australian Public Service.

The Senior Member and Deputy Registrar in Queensland are responsible for reviews in the Northern Territory which are heard in person by part-time members located there, or by electronic means by members located in Brisbane. The Senior Member sometimes sits in Darwin.

The Senior Member and Deputy Registrar in New South Wales lead the registry in the Australian Capital Territory. The Senior Member sits in Canberra regularly.

The Senior Member and Deputy Registrar in South Australia lead the Tasmanian registry. The Senior Member sits in Hobart or Launceston regularly.

The Senior Members are Ms Suellen Bullock (NSW/ACT), Ms Miriam Holmes (VIC), Mr Jim Walsh (QLD/NT), Ms Rhonda Bradley (WA) and Ms Sue Raymond (SA/TAS).

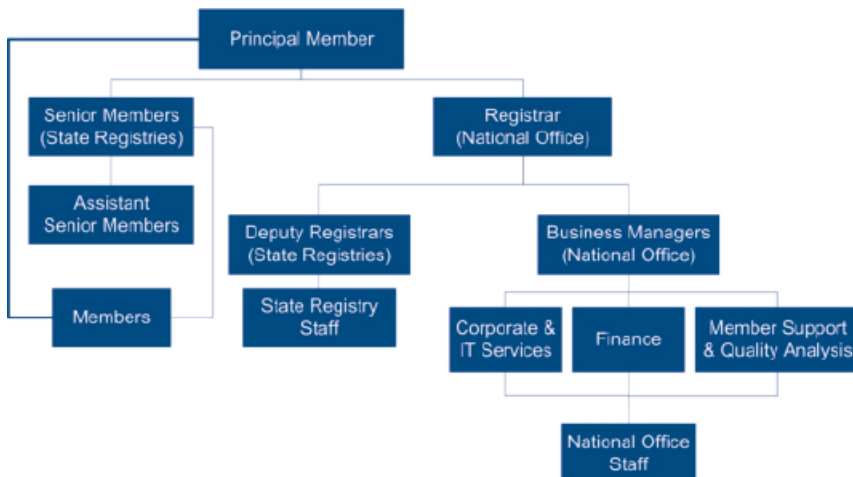


Figure 1 SSAT organisational structure

There has been no change of Senior Members in 2010-11. Their current terms of appointment end in 2012, with exception of the Senior Member in WA whose term expires in 2013.

The Deputy Registrars report to the Registrar (previously known as the “National Manager”) who is located in the national office in Melbourne. The national office is responsible for management of the SSAT’s staff, finances, premises, assets, information technology, and related services.

The national office also houses a member support unit which provides research assistance, case law and legislative amendment alerts, conference papers and materials to members.

The Registrar is John Collins who has been with the SSAT since 1998. There has been one change of Deputy Registrar in the reporting period due to the resignation of the Deputy Registrar in New South Wales.

Most members of the SSAT are appointed part-time to allow the SSAT flexibility in meeting its review workload. The members of the SSAT and their qualifications are listed in appendix 1.

Subsection 10(1) of the *Social Security (Administration) Act 1999* permits the Secretary of the Department of FaHCSIA and the Principal Member to agree on administrative arrangements. Under those arrangements, the SSAT uses FaHCSIA’s payroll and financial systems.

Funding for the SSAT’s running costs (member remuneration, staff salaries, property, information technology and other administrative expenses) is included in FaHCSIA’s budget. In 2010-11, the SSAT had an operating deficit (on an accrual basis) of over \$0.5 million. Further information regarding the SSAT’s financial management is available in the Financial Statements.

Our Performance

Overview

Outcomes

Performance measures and results

Complaints

Overview

The SSAT finalised almost as many applications for review as it received in the year.

Table 1 Type and number of applications for review in 2010-11

	Centrelink (other than PPL)	Paid Parental Leave (PPL)	Child support	Total
Applications received	9,849	15	2,526	12,390
Applications finalised	9,777	4	2,500	12,281
Decisions reviewed*	11,697	4	2,500	14,201

* Note: an application may cover more than one decision.

The total number of applications made to the SSAT in 2010-11 was 1,477 fewer (or 11% less) than in 2009-10 due to reduction in the number of applications for review of Centrelink decisions. There has been a downward trend since the beginning of 2009-10.

Outcomes

The SSAT does not have an outcome or programs in the Portfolio Budget Statements. The outcomes of applications for review are summarised below, and the outcomes for the previous two years are included to allow comparison.

Centrelink reviews (other than PPL)

In 2010-11, the SSAT received 9,849 applications for review of Centrelink decisions (other than those about Paid Parental Leave). This is a 12% decrease from the number of applications lodged in the previous year.

When combined with the decrease in applications received by the SSAT in the previous year, there has been a 40% decrease in the aggregate number of applications for review of decisions about four payment types: age pension, family tax benefit, newstart allowance and youth allowance.

Table 2 Centrelink review statistics (excluding PPL)

Applications for review of Centrelink decisions	2008-09	2009-10	2010-11
Applications received	13,429	11,203	9,849
Finalised	13,777	11,939	9,777
Decisions reviewed ^a	16,288	14,226	11,697
Decisions affirmed*	51%	54%	55%
Decisions changed (varied/set aside)*	26%	27%	26%
Not reviewable/withdrawn/dismitted*	23% ¹	19% ²	19% ³
On hand at 30 June 2011	2,054	1,311	1,386

^a Some applications cover more than one decision.

* Figures are given as a percentage of decisions reviewed (rather than of applications)

1 Not reviewable 7%; withdrawn 8%; dismissed 8%.

2 Not reviewable 8%; withdrawn 8%; dismissed 3%.

3 Not reviewable 8%; withdrawn 8%; dismissed 3%.

In 2010-11, the SSAT finalised almost as many (9,777) applications for review of Centrelink decisions (other than PPL) as it received (9,849 applications).

Consistently with previous years, the SSAT affirmed 55% of the reviewable decisions made by Centrelink and varied or set aside 26% of reviewable decisions. Figure 2 shows the main reasons why the SSAT changed these reviewable decisions.

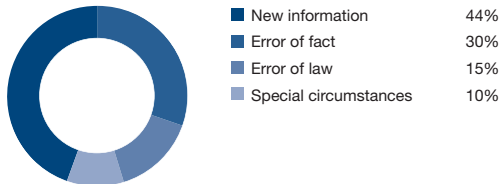


Figure 2 Reasons for change of Centrelink decisions (percentages rounded)

Of the remaining 19% of Centrelink decisions, 8% were not reviewable decisions (mainly because the decision had not been reviewed by an ARO). Some of these decisions would have been the subject of fresh applications for review after the ARO decision.

The remaining 11% were reviewable decisions but the applicants withdrew their applications for review, or their applications were dismissed by the SSAT for failure to respond to correspondence or failure to attend a scheduled hearing. These numbers are consistent with the previous year.

Paid Parental Leave (PPL) reviews

The *Paid Parental Leave Act 2010* commenced on 1 October 2010 and the SSAT received 15 applications in 2010-11. All applications were made by claimants for the payment (as opposed to employers who can seek review of a determination that the employer is to pay a person instalments of parental leave pay). The four decisions reviewed by the SSAT were affirmed.

Table 3 Paid Parental Leave statistics

Applications for review of PPL decisions	2010-11
Applications lodged	15
Finalised	4
Decisions affirmed*	100%
Decisions changed (set aside/varied)*	0
Not reviewable/dismissed/withdrawn/not categorised*	0
On hand at 30 June 2011	11

Child support reviews

In 2010-11, the SSAT received 2,526 applications for review of child support decisions. Almost half (47%) of all applications were for review of a determination whether or not to depart from the application of a statutory formula to calculate the amount of child support payable (known as an administrative assessment) and/or of any resultant change of assessment.

There was a 5% drop from the number of applications for review of child support decisions lodged in the previous financial year. This drop corresponds with a decrease in the number of objections received by the CSA (as advised to the SSAT).

Table 4 Child support statistics

Applications for review of child support decisions	2008-09	2009-10	2010-11
Applications lodged	2,890	2,664	2,526
Finalised	2,891	2,767	2,500
Decisions affirmed*	23%	25%	25%
Decisions changed (set aside/varied)*	35%	36%	39%
Not reviewable/dismissed/withdrawn/not categorised*	42% ¹	40% ²	37% ³
On hand at 30 June 2011	678	580	622

1 Not reviewable 14%; withdrawn 11%; dismissed 15%; not categorised 2%.

2 Not reviewable 14%; withdrawn 9%; dismissed 17%.

3 Not reviewable 12%; withdrawn 10%; dismissed 15%.

The SSAT finalised a total of 2,500 reviews of child support decisions in 2010-11. This drop of almost 10% in finalisations from the previous year was due to the 5% decrease in the number of applications received combined with the fact that more applications required a hearing.

Consistently with the previous year, the SSAT affirmed the decision under review in 25% of cases. The decision under review was varied or set aside in 39% of cases, which is a small increase over the previous year. Figure 3 shows the reasons why the SSAT changed reviewable child support decisions.



Figure 3 Reasons for change of child support decisions (percentages rounded)

Of the remaining 36% applications for review of child support decisions, 12% involved decisions which were not reviewable by the SSAT (mainly because there had been no objection to the decision). Some of these decisions would have been the subject of fresh applications for review after the decision of the objections officer.

The remaining applications were withdrawn by the applicant (10% of all applications) or dismissed by the SSAT (14% of all applications). Reasons for dismissal include the failure of the applicant and the other party to respond to correspondence from the SSAT, failure to attend a scheduled hearing, and the removal of parties for non-compliance with directions of the SSAT or the Principal Member.

Performance measures and results

Economy

This aspect of the SSAT's performance is addressed first having regard to the purpose of the Annual Report.

The SSAT is required to provide a mechanism of review that is, among other things, economical. As there is no fee for making an application for review to the SSAT, the economy of the mechanism of review is necessarily judged from the cost to the public purse.

The SSAT's total operating cost in 2010-11 (on a cash and accrual basis) exceeded its expenditure the previous year by \$160,004. This excess was less than the increase in remuneration of members and staff in 2010-11 (\$1,106,808). The result was achieved by reductions in the number of full-time members and staff and in fees payable for part-time members (because of the decrease in the number of applications for review and of the transition to constitution of the SSAT by one member in most cases).

Cost of a review

The SSAT's costs of a review in 2010-11 can be calculated by dividing the SSAT's total operating cost (\$27,492,118) by the number of applications finalised (12,281). The result is **\$2,239**.

However, this method of calculating the cost of a review results in an understatement of the costs of applications that are finalised by a hearing because the average cost is skewed by the number of applications which were withdrawn or dismissed (or otherwise finalised) without a hearing.

The method also results in a substantial understatement of the costs of CSA applications, particularly those involving change of assessment decisions, which consume much more time from both SSAT members and staff than most Centrelink decisions. Child support applications therefore cost much more than the average Centrelink review.

Most members of the SSAT are part-time members. With the transition in 2011 to constitution of the SSAT by a single member in most Centrelink matters, most of those matters cost the SSAT one daily fee for a part-time member (to cover preparation, hearing, and writing the decision). In contrast, the SSAT is usually constituted by two members for a review of a decision regarding a change of a child support assessment and incurs at least three and a half daily fees (where both members are part-time).

As part-time members are paid only for reviews done and time spent on other SSAT business

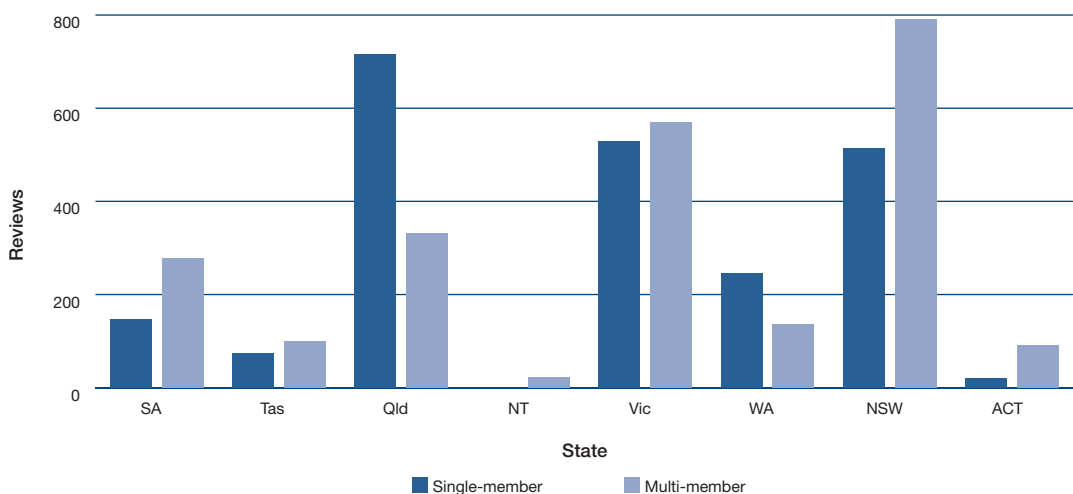


Figure 4 Panel constitution for reviews in the period 1 January – 30 June 2011

(such as attendance at the SSAT's professional development activities), total member remuneration rises or falls with the number of applications for review.

However, increases in the total remuneration payable to full-time members, and in the daily fee payable to part-time members, offset the fall in the number of applications for review in 2010-11. The rate of member remuneration is set by the Remuneration Tribunal.

The SSAT's costs also include fixed costs (such as its premises, equipment, and communication) which do not rise and fall during the year with the number of reviews. Similarly, the costs of the SSAT's staff (who perform the clerical and administrative functions associated with each review as well as the operations of the SSAT generally) and of full-time members do not rise and fall during the year with the number of reviews.

Operational cost relative to workload

In response to the fall in application numbers, the SSAT did not replace two full-time members in Victoria during 2010-11, and reduced the number of part-time members.

The SSAT also reduced its staffing by the equivalent of 7.28 full-time positions (7%). On the SSAT's current workload, staff numbers in registries are likely to reduce during 2011-12 after the new case management system is operational.

Since 2003, the SSAT has relied on an Administrative Arrangements Agreement (AAA) made with Centrelink. The intention of the AAA was that it would facilitate the SSAT's meeting of its statutory objective of providing a mechanism of review that is fair, just, informal, economical and quick.

When the SSAT receives an application for review of a Centrelink decision (which has been reviewed by an ARO), the law requires Centrelink to send the SSAT the relevant documents within 28 days.

Instead, with the exception of PPL reviews, Centrelink frequently sends its file or files to the SSAT. This has meant that the SSAT incurs the cost of sifting through Centrelink files, and even Centrelink's electronic records, to locate relevant documents in order to make a copy of those documents for the applicant and for the member or members constituting the SSAT for the review.

In October 2010, the Australian National Audit Office (ANAO) reported on Centrelink's provision of irrelevant documents and the absence of key documents from Centrelink's files (the report is titled *Centrelink's Role in the Process of Appeal to the Social Security Appeals Tribunal and the Administrative Appeals Tribunal*). The ANAO also reported that audits under the AAA of the quality of documents provided by Centrelink to the SSAT showed consistently poor performance in some states and territories; Centrelink had implemented measures to improve its performance; and the next task card compliance audit would help assess these measures.

The next task card compliance audit was conducted of a sample of Centrelink files sent to the SSAT in the period 21 July 2011 to 12 August 2011 and revealed compliance in 69% of cases.

Timeliness

The SSAT's Service Charter commits the SSAT to providing high quality, timely and courteous service to applicants and other parties to reviews. It contains the following timeliness standards:

- confirmation of receipt of applications within five days.
- allocation of hearing dates – or in some cases pre-hearing conference dates – as soon as possible.
- provision to the parties of copies of the documents that will be before the SSAT at least seven days before scheduled hearings. (In child support reviews, copies of documents are sent to the parties by the CSA).
- written notification of the SSAT's decision within 14 days of the decision.
- finalisation of the review within three months of lodgement of the application for review.

The SSAT registered more than 99% of all applications for review within one day of receipt. The registration triggers an acknowledgement letter to the applicant which would be received within five days in the ordinary course of post.

The average time from registration of an application for review to hearing was **five weeks**.

The hearing papers were sent to applicants for review of Centrelink decisions at least one week before the hearing in more than 97% of cases. Requests for urgent hearings affect this result. However, the most significant impact on the time taken to send an applicant the relevant papers is the time taken to identify the relevant papers from Centrelink's files.

The SSAT does not send hearing papers to the parties in other types of reviews. The CSA is required by law to send the papers to the parties in a child support case, and Centrelink is required to do so in a PPL case. Parties receive the papers at about the same time as a copy is provided to the SSAT.

The average time from registration to finalisation by the SSAT was less than eight weeks for Centrelink reviews. With the transition to the constitution of the SSAT by a single member in most Centrelink reviews, the time taken from date of lodgement to finalisation of a review is expected to fall. The transition commenced in 2011 and a shorter finalisation time was observed in the last quarter of the 2010-11 year.

For the four Paid Parental Leave reviews completed, the average time from registration to finalisation was eight weeks.

The average time from registration to finalisation by the SSAT was less than 13 weeks for child support reviews. The longer time taken to finalise child support reviews reflects the difference in the Centrelink and child support jurisdictions. A pre-hearing conference is conducted in many child support cases and additional evidence is obtained from the parties and/or other persons prior to the hearing. Additional material or submissions are sometimes received after the hearing. The statement of reasons for the decision is usually more lengthy.

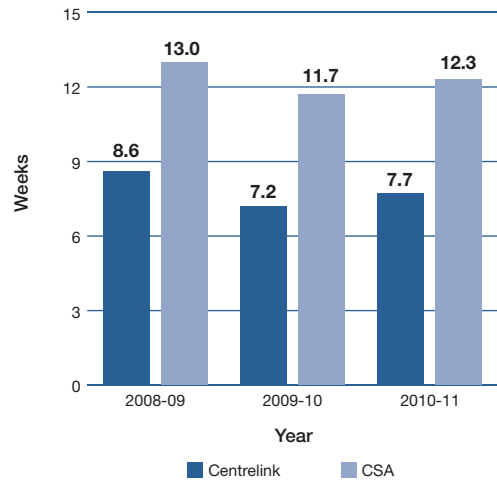


Figure 5 Average time from registration to finalisation

Except where the SSAT gives its decision orally, the SSAT is required to send the parties written notification of its decision (including a statement of reasons for its decision) within 14 days of making that decision. In most cases, the decision is made on the day of the hearing so that time commences to run before the statement of reasons has been written. Where the SSAT gives its decision orally, the SSAT is required to send the parties written notification of its decision within 14 days of a party requesting such a statement. The SSAT sent notification of the decision to parties within 14 days of the recorded date of the decision in 99.9% of Centrelink cases; 99.4% of child support cases; and 100% of Paid Parental Leave cases. In some cases, the hearing date had been wrongly recorded as the date of decision. However, in a small number of cases, administrative delay in posting decisions caused the statutory timeframe to be exceeded. Members took longer than 14 days to finalise their statements of reasons for decision in a few cases.

Informality

The SSAT continues to conduct its hearings in rooms which do not have the formality of court rooms.



Figure 6 A SSAT hearing room set up for a child support hearing

Evidence is elicited by the members' questioning of applicants and any other parties.

The Secretary and the Child Support Registrar do not participate in hearings unless ordered by the SSAT to provide submissions. Such orders are made infrequently and participation in the hearing is limited to the making of submissions. The representative of the Secretary or the Child Support Registrar is not permitted to question a party.

Fairness and justice

The SSAT ensures that parties have received a copy of all of the material which is before the SSAT at the hearing, or which is received by the SSAT (and to be taken into account) after the hearing.

In CSA reviews, it is common for a party to object to the other party being given a copy of his or her material. The SSAT proceeds on the view that if the information is relevant or possibly relevant to the issues which the child support law requires the SSAT to consider, it must be disclosed to the other party subject to limited exceptions (such as a current residential address, which is not publicly available, where there is a risk of violence or harassment).

The SSAT ensures that the parties to a CSA review get an equal opportunity to present their case at the hearing, and the opportunity to comment on any material which was not before the SSAT at the hearing but which the SSAT may take into account in making its decision.

Where necessary to ensure a fair hearing, the SSAT arranges the services of an interpreter (usually qualified at NAATI Level 3) to assist an applicant or other party at no cost to that person. The languages in which interpreters were most commonly sought were Arabic and Vietnamese.

Interpreters were used less frequently in 2010-11 than in 2009-10 due to the drop in the number of Centrelink reviews. Nationally, \$118,538 was spent on interpreters in 2010-11, compared with \$136,579 in 2009-10.

Table 5 Interpreter statistics

Registry	Interpreters used in 2010-11	Cost
SA	10	\$8,453
QLD	2	\$3,492
ACT	4	\$2,289
NT	0	-
TAS	2	\$6,697
VIC	108	\$25,362
WA	12	\$6,110
NSW	224	\$66,135
Total	362	\$118,538

As necessary, the SSAT arranges for (and meets the cost of) translation of documents in a foreign language.

Outside of the capital cities, the SSAT conducted hearings in Townsville, Newcastle, Wollongong, Bunbury, Whyalla and Launceston. Otherwise hearings of applications from residents in regional Australia were conducted by telephone or video link. Hearings were also conducted by telephone for parties who were unable to attend the SSAT's premises.

All of the SSAT's premises are wheelchair accessible. The SSAT provides teletypewriter and hearing loop services. Applicants and other parties are invited to advise the SSAT of any special needs.

The SSAT does not arrange legal assistance but provides details of community legal centres to those seeking such assistance.

The SSAT also seeks to improve access to justice through activities and meetings intended to raise awareness of the availability of review by the SSAT and to raise the quality of decision-making in agencies. A list of these activities is at appendix 11.

Correct or preferable decision

A mechanism of review that is fair and just assists the SSAT to make the legally correct decision, and the preferable decision where more than one decision would be legally correct. The SSAT makes its decision on the evidence and material which is before the SSAT. It is not limited to the evidence and material which was before the decision-maker at Centrelink or the CSA (as the case may be).

There are no objective and quantitative measures of whether the SSAT's decisions are correct or preferable on the information before the SSAT. However, the SSAT monitors the outcome of further merits review or judicial review as an indication of whether it is making the correct or preferable decisions.

The avenues for further review depend on the Act under which the reviewable decision was made.

Centrelink decisions

The hearing of a review of a Centrelink decision must be held in private. The SSAT's decisions are not published.

The decision of the SSAT on the review of a Centrelink decision can be the subject of a further application for merits review by the AAT.

Figure 7 is an illustration of the avenues available to an applicant dissatisfied with a decision of the SSAT where the reviewable decision is a Centrelink decision.

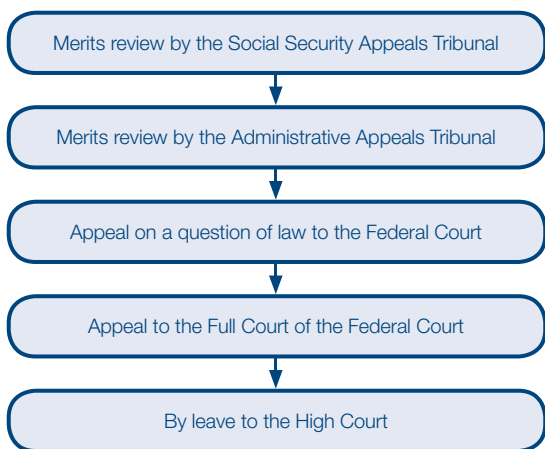


Figure 7 Review hierarchy (Centrelink decision)

As the SSAT is not a party to review by the AAT, it is not usually notified of the application for review by the AAT and does not receive a copy of the AAT's decision. However, in most cases in which the AAT conducts a hearing, the AAT publishes its decision so that the SSAT is able to ascertain whether the AAT interpreted the law differently, the evidence differently or made its decision on evidence which was not given to the SSAT.

The High Court has said that it is not an error of law for reasonable minds to come to different conclusions on the evidence.

Where the AAT does not publish its decision (possibly because the decision was delivered orally), the SSAT remains unaware of the outcome of the AAT's review. Where the AAT publishes its decision using a pseudonym for the name of the applicant (in order to protect his or her privacy), the SSAT is unable to readily identify the decision which was reviewed by the AAT.

According to information provided to the SSAT by Centrelink, the AAT received 2,008 applications for review of decisions of the SSAT in 2010-11. This is a drop in such applications for review to the AAT (almost 21%), which is almost double the drop in applications for review of Centrelink decisions by the SSAT (12%). The SSAT is unable to point to anything in its reviews which may have contributed to the magnitude of this drop in applications to the AAT.

Centrelink also advised the SSAT that the AAT finalised **2,182** applications (some of which must have been carried over from the previous year) for review of SSAT decisions in 2010-11.

Of these finalised applications, the AAT varied or set aside the decision of the SSAT in **8.6%** of cases. From the AAT's published decisions, the SSAT has identified only nine cases in which the AAT interpreted the law differently to the SSAT. The SSAT infers that the AAT and the SSAT differ infrequently on their interpretation of the law.

One case in which the SSAT and the AAT differed was the subject of an appeal to the Federal Court of Australia which was decided in 2010-11. The Court set aside the decision of the AAT.

From its published decisions, the usual reasons why the AAT varied or set aside the decision of the SSAT in 2010-11 appear to have been that the AAT took a different view of the evidence or was given evidence by a party which had not been provided to the SSAT. In cases involving disability support pension in particular, the Secretary frequently obtains additional medical evidence.

The AAT affirmed the decision of the SSAT in 17.4% of cases. The remaining 74% of applications to the AAT for review of a decision by the SSAT were withdrawn or dismissed without a hearing.

Child support (care percentage)

The hearing of a review of a child support decision must be held in private. A small selection of the SSAT's decisions are published by the Secretary of FaHCSIA on AustLII after the removal of all particulars which could identify a party.

The decision of the SSAT on the review of most CSA decisions cannot be the subject of further merits review by the AAT. The only exception is a decision which involves the percentage of care which each parent (or the parent liable to pay child support and the non-parent carer) provides to the child or children.

Since 1 July 2010, the Child Support Registrar rather than the SSAT is the respondent to such an application for review by the AAT. This means that the SSAT is rarely notified of the application for review by the AAT or of the AAT's decision.

According to data obtained from the AAT, 36 applications for review of care percentage decisions were finalised by the AAT in 2010-11. Of those applications, 21 were finalised by a hearing. In 10 of the cases heard by the AAT (28% of cases), the decision of the SSAT was varied or set aside. This is a drop from 36% in the previous year. The SSAT is unable to point to anything in its conduct of reviews which may have contributed to that drop.

As the AAT's decisions are published with the name of the non-CSA parties stated as "confidential", the SSAT is unaware of which of its decisions have been reviewed by the AAT. However, the SSAT has read the eight published decisions of the AAT which varied or set aside the SSAT's decisions. It appears that the hearings by the AAT were held about six months after the SSAT's decision and evidence of actual care during that interval was often relevant to the AAT's decision (as some of the care was prospective at the time of the SSAT's decision). Also, fresh evidence (by way of witness statements) of past care was provided to the AAT.

CSA decisions (other than care percentage decisions)

The decision of the SSAT on the review of most CSA decisions can be the subject of a statutory appeal to the Family Court of Australia or the Federal Magistrates Court of Australia in the territories and all States apart from Western Australia. In Western Australia, the statutory appeal is to the Family Court of Western Australia.

The appeal is limited to a question of law just as an appeal from the AAT to the Federal Court of Australia under subsection 44(1) of the *Administrative Appeals Tribunal Act 1975* is limited to a question of law.

Statutory appeals from decisions of the SSAT under the child support law are heard by a Federal Magistrate in the family law division of the Federal Magistrates Court of Australia. In contrast, if an appeal from a decision of the AAT is transferred by the Federal Court to the Federal Magistrates Court, the appeal is heard by a Federal Magistrate in the Court's general division.

In 2010-11, judgment was delivered on 38 statutory appeals from decisions of the SSAT. The decision of the SSAT was set aside by Federal Magistrates in 14 appeals, and the matter was remitted to the SSAT in 13 of those cases.

Although the Child Support Registrar is a party to every appeal (by force of the child support law), the Child Support Registrar did not take any part in 11 of the 14 appeals in which the SSAT's decision was set aside.

The SSAT's decision was set aside in four appeals with the consent of the parties. It is not the practice of the Federal Magistrates Court to require the parties to provide an agreed statement of the error of law said to have been made by the SSAT.

In nine of the remaining ten appeals allowed in 2010-11, the Court respectively identified the material error of law made by the SSAT as:

- making a finding "so contrary to the actual factual circumstances of the case, as found by the SSAT, it constitutes jurisdictional error"
- failure to "have regard to relevant facts and circumstances...or at least to provide adequate reasons to explain its decision"
- failure "to give the Appellant an opportunity to be heard on its preliminary findings"
- making a finding which "would appear to be against the weight of the evidence"
- error in obliging child support payments in excess of children's reasonable weekly needs "or in failing to have regard to the relevant evidence of the costs of the children"
- the applicant "being denied the opportunity to be heard at the Tribunal hearing" when he "failed to attend the hearing...he did not remember it"
- the "question of whether [the applicant] was afforded procedural fairness...[was] attended with sufficient doubt to warrant orders that are sought" where "failure by the applicant...to attend the

hearing by telephone was due entirely to his own mistake”

- the “sale of capital...sale of interest in a portion of the [specified] property is not income...or a financial resource”
- misinterpretation of the law in imposing “additional onus upon the applicant to establish *good reasons*” for seeking a retrospective change to a child support assessment.

In the tenth appeal (in which there was no contradictor), the Court upheld eight grounds of appeal.

The SSAT considers the decision on every appeal carefully with a view to ensuring that its future interpretation and application of the law is correct.

Complaints

The SSAT receives complaints about its decisions even though the only possible means of redress is for the complainant to seek further merits review by the AAT (where the AAT has jurisdiction), or appeal to a court with jurisdiction on a question of law or seek judicial review under the *Administrative Decisions (Judicial Review) Act 1977* or the *Judiciary Act 1903*.

In child support reviews, the SSAT also receives complaints about information being given to the other party. Procedural fairness requires that a copy of the documents, which will be before the Tribunal, is given to the parties. The SSAT also receives allegations that a party has disclosed information in breach of directions made by the SSAT. Such allegations are referred to FaHCSIA for investigation and action.

Infrequently, the SSAT receives an inquiry from the Ombudsman or Privacy Commissioner in relation to a complaint.

Overall, few complaints are received relative to the number of applications for review finalised by the SSAT. However, complaints add their measure to the SSAT’s workload.

Management Accountability

Corporate governance

External scrutiny

Management of human resources

Purchasing

Consultants

Contracts

Commonwealth Disability Strategy

Other mandatory information

Corporate governance

The Principal Member is responsible for the overall management and administration of the SSAT. Each state registry is led by a Senior Member and a Deputy Registrar.

The Senior Members assist the Principal Member in the management of applications for review and of issues relating to members. The Registrar assists the Principal Member in the management of the SSAT's resources.

The Registrar works with the five Deputy Registrars (located in the States) to develop and monitor national policies to deliver consistency and best practice in work procedures.

Committees

The Risk Management Committee, which has a non-executive chair, is responsible for overseeing the process of identification, assessment and management of risks to the SSAT's assets, business continuity, health and safety of members and staff, the SSAT's reputation, and the confidentiality of information held by the SSAT.

The Information Technology Advisory Committee assesses the costs, benefits and risks of significant information technology proposals.

The AMS Steering Committee is responsible for monitoring the scope, schedule and expenditure of the case management project.

The SSAT has an Occupational Health and Safety Committee whose primary focus is on the physical features of the SSAT's premises and any risk to members, staff and parties to reviews.

Some registries have a Wellness Committee to encourage healthy practices in the workplace and organise some social activities.

External scrutiny

The SSAT was not the subject of any report by the Commonwealth Ombudsman or the Auditor-General or of any enquiry by a Parliamentary Committee during 2010-11.

Scrutiny of the SSAT's decisions on reviews has been covered in the previous chapter.

Management of human resources

Members are usually appointed by the Governor-General for five year terms. Appointments and reappointments usually take effect from 1 January or 1 July each year.

As at 1 July 2010, the SSAT had 209 members: the Principal Member, five Senior Members, five Assistant Senior Members, 24 full-time members and 175 part-time members.

As at 1 July 2011, the SSAT had 187 members: the Principal Member, five Senior Members, four Assistant Senior Members, 22 full-time members and 155 part-time members. During July 2011 another Assistant Senior Member became a part-time member and two full-time members resigned. Nineteen of the part-time members are no longer sitting so that active membership is now 168 members.

The SSAT expects part-time members to sit every week to develop and maintain their knowledge of the social security law, which the Federal Court has repeatedly described as "notoriously complex and difficult to interpret". Due to the drop in the number of applications for review of Centrelink decisions and the SSAT's constitution by a single member in most cases, the SSAT needs fewer members.

Member remuneration and retention

However, the SSAT continues to lose too many of its most highly skilled members to other Commonwealth and State tribunals or government review positions which pay more than the SSAT is able to pay its members. Part-time members who serve on other tribunals consistently express the view that their work at the SSAT is inherently more complex and not remunerated accordingly.

The remuneration of members is determined by the Remuneration Tribunal, and the impact of remuneration on the recruitment and retention of members has been brought to the attention of the Remuneration Tribunal.

It was the practice of the SSAT to require all members to undertake CSA reviews. However, that jurisdiction is of a very different nature to the Centrelink jurisdiction in that the former involves an often acrimonious dispute between two individuals about child support. The SSAT now allocates CSA reviews to a subsection of its membership.

As the SSAT is the only external merits reviewer of most CSA decisions, the Remuneration Tribunal has been asked to review the remuneration of members for these cases in particular.

The SSAT's constitution by one member for most reviews is a very significant increase in the productivity of members.

Staff remuneration and retention

Staff are appointed and employed under the *Public Service Act 1999*.

As at 1 July 2010, the SSAT had 106 staff of whom 16 worked part-time so that the full-time equivalent (FTE) was **100.89**.

As at 1 July 2011, the SSAT had 102 staff of whom 15 were part-time so that the FTE was 95.02.

The SSAT Workplace Agreement 2009-2012 expires on 30 June 2012. The Agreement has delivered a 4% annual increase for staff but, due to the reduction in applications for review, there has been a productivity fall rather than gain. The SSAT's staffing relative to workload will be reviewed after the new case management system is implemented in early 2012.

Members of staff are not eligible for performance pay. The Registrar's remuneration is linked to the remuneration of a Senior Member.

Staff statistics are included in appendix 2.

Purchasing

The SSAT adheres to the *Commonwealth Procurement Guidelines – January 2005* which incorporates the Free Trade Agreement. Value for money is the core principle underpinning Australian Government procurement.

The SSAT adheres to all Whole of Australian Government (WOAG) procurement contracts.

The SSAT paid 90% of its accounts (99% by value) by electronic funds transfer with the remaining 10% (1% by value) paid by cheque.

Consultants

The SSAT employed consultants to undertake work requiring specialist or professional expertise. During 2010-11, the total cost of consultants to the SSAT was \$997,924 (GST inclusive). Nine new consultancy contracts were let during 2010-11 for a total cost of \$292,428 (GST inclusive). Six of these contracts were worth more than \$10,000 and details are provided in appendix 3. Eight contracts continued during the 2010-11 year involving total expenditure of \$705,495 (GST inclusive). Figure 8 illustrates the increase over the last three years. Most of the expenditure in 2010-11 was due to the AMS project.

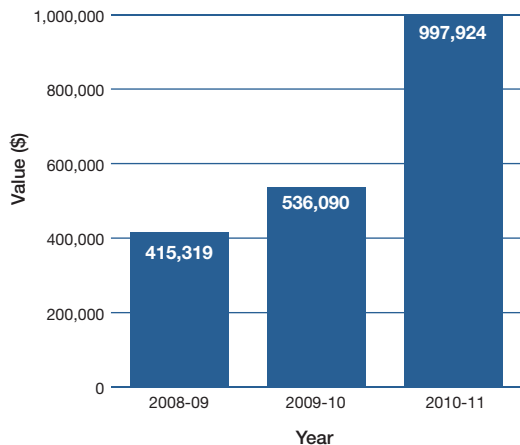


Figure 8 SSAT consultancy expenditure

Annual Reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website at www.tenders.gov.au.

Contracts

During the reporting period, no contracts of \$100,000 or more were let that did not provide for the Auditor-General to have access to the contractor's premises, nor were any contracts in excess of \$10,000 exempt from being published in AusTender on the basis that they would have disclosed exempt matters under the *Freedom of Information Act 1982*.

Commonwealth Disability Strategy

Since 1994, Commonwealth departments and agencies have reported on their performance as policy adviser, purchaser, employer, regulator and provider under the Commonwealth Disability Strategy. In 2007-08, reporting on the employer role was transferred to the Australian Public Service Commission's *State of the Service Report* and the *APS Statistical Bulletin*. These reports are available at www.apsc.gov.au. From 2010-11, departments and agencies are no longer required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by a new National Disability Strategy which sets out a ten year national policy framework for improving life for Australians with disability, their families and carers. A high level report to track progress for people with disability at a national level will be produced by the Standing Council on Community, Housing and Disability Services to the Council of Australian Governments and will be available at www.fahcsia.gov.au. The Social Inclusion Measurement and Reporting Strategy agreed by the Government in December 2009 will also include some reporting on disability matters in its regular *How Australia is Faring* report and, if appropriate, in strategic change indicators in agency Annual Reports. More detail on social inclusion matters can be found at www.socialinclusion.gov.au.

Other mandatory information

The information required by section 74 of the *Occupational Health and Safety Act 1991* is included in appendix 9.

The information required by the version of subsection 8(1) of the *Freedom of Information Act 1982* in force until 1 May 2011 is included in appendix 6.

No advertising campaigns were undertaken (aside from recruitment activities) by the SSAT in 2010-11. There was no expenditure on market research, polling or direct mail organisations.

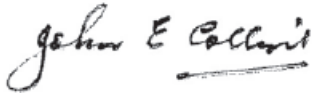
The information required by section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* is included in appendix 10.

The SSAT does not make grants.

The SSAT is not an agency under the *Public Service Act 1999* or a "prescribed agency" under the *Financial Management and Accountability Act 1997*, and does not have an outcome under the Portfolio Budget Statements for 2010-11. Accordingly, there are no agency resource statements and resources for outcomes in the appendices. For the same reason, there is no Fraud Control Certificate. However, the SSAT does have a fraud control plan.

Financial Statement Declaration

To the best of my knowledge, the attached financial statements for the year ended 30 June 2011 have been prepared based on properly maintained financial records and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997* as amended. Further, they have been prepared according to Australian Accounting Standards and are free from material misstatement.

A handwritten signature in black ink that reads "John E. Collins". The signature is written in a cursive style and is underlined.

John E. Collins
Registrar
Social Security Appeals Tribunal

10 August 2011

	Notes	2011 \$'000	2010 \$'000
EXPENSES			
Employee Benefits	3A	15,690	15,308
Suppliers	3B	11,755	10,381
Depreciation and amortisation	3C	1,509	1,488
Finance costs	3D	14	33
Write-down and impairment of assets	3E	33	103
Losses from asset sales	3F	0	20
Other costs of providing goods and services		0	0
Total expenses		29,001	27,333
LESS			
OWN SOURCE INCOME			
Own Source revenue			
Sale of goods and rendering of services	4A	16	4
Other revenue	4B	0	0
Total own source revenue		16	4
Gains			
Sale of assets	4C	2	19
Foreign exchange	4D		
Other gains	4E	49	31
Total gains		51	50
Total own source income		67	54
Net costs of services		28,934	27,279
Revenue from government	4F	26,903	28,237
Income attributable to the Australian Government		-2,031	958
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation reserves		0	0
Total other comprehensive income		0	0
Total comprehensive income attributable to the Australian Government	5	-2,031	958

The above statement should be read in conjunction with the accompanying notes.

Social Security Appeals Tribunal Balance Sheet
as at 30 June 2011

	Notes	2011 \$'000	2010 \$'000
ASSETS			
Financial Assets			
Cash and cash equivalents	6A	1,002	601
Trade and other receivables	6B	18,839	20,876
Investments		0	0
Total financial assets		19,841	21,477
Non - Financial Assets			
Land and buildings	7A	4,946	4,020
Property, plant and equipment	7B	946	1,240
Intangibles	7C	1,155	414
Other non-financial assets		0	0
Total non-financial assets		7,047	5,674
Total assets		26,888	27,151
LIABILITIES			
Payables			
Suppliers	8A	1,234	1,337
Other payables	8B	2,639	971
Total payables		3,873	2,308
Provisions			
Employee provisions	9A	3,765	3,586
Other provisions		0	0
Total provisions		3,765	3,586
Total Liabilities		7,638	5,894
NET ASSETS		19,250	21,257
EQUITY			
Contributed equity		15,601	14,643
Reserves		5,680	5,656
Retained surplus		-2,031	958
Total equity		19,250	21,257

The above statement should be read in conjunction with the accompanying notes.

Please note: Notes 1, 2 and 7 are completed by FaHCSIA

Note 3 Expenses

2011
\$'000

2010
\$'000

NOTE 3A EMPLOYEE BENEFITS

Wages and salaries	11,790	11,602
Superannuation	3,123	2,823
Leave and other entitlements	641	878
Separation and redundancies	136	5
	15,690	15,308

NOTE 3B SUPPLIERS

Goods and services

Consultants & Contractors	175	178
Stationery	123	121
IT and communication	1,658	506
Travel and accommodation	286	374
Members sitting fees	6,298	6,084
Contractual services	0	0
Motor vehicle expenses	52	47
Building expenses	466	170
Training	124	127
Recruitment	76	116
Other	262	451
	9,521	8,174

Goods and services are made up of

Provision of goods – external parties	397	432
Rendering of services – related entities	27	-20
Rendering of services – external parties	9,097	7,762
Operating lease rentals – related entities	0	0
	9,521	8,174

Other Supplier expenses

Minimum lease payments	2,234	2,207
Workers compensation premiums	0	0
Total other supplier expenses	2,234	2,207

Total supplier expenses	11,755	10,381
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Note 3 Expenses *continued*

	2011 \$'000	2010 \$'000
NOTE 3C DEPRECIATION AND AMORTISATION		
Depreciation:		
Infrastructure, plant and equipment	497	482
Buildings	0	0
Total Depreciation	497	482
Amortisation:		
Leasehold improvements	969	950
Intangibles:		
Computer Software	43	56
Total Amortisation	1,012	1,006
Total depreciation and amortisation	1,509	1,488
NOTE 3D FINANCE COSTS		
Finance leases	14	33
Total finance costs	14	33
NOTE 3E WRITE DOWN AND IMPAIRMENT OF ASSETS		
Asset Write-Downs and impairments from:		
Impairment on financial instruments	6	0
Impairment of property, plant and equipment	27	103
Total write-down and impairment of assets	33	103
NOTE 3F IMPAIRMENT OF ASSETS		
Land and buildings:		
Proceeds from sale	0	0
Carrying value of assets sold	0	20
Total losses from assets sales	0	20

Note 4 Income

	2011 \$'000	2010 \$'000
NOTE 4A SALE OF GOODS AND RENDERING OF SERVICES		
Rendering of services – related entities	0	0
Rendering of services – external parties	16	4
Total rendering of services	16	4
NOTE 4B OTHER REVENUE		
Interest	0	0
Lease incentive	0	0
Other	0	0
Total other revenue	0	0
Gains		
NOTE 4C SALE OF ASSETS		
Proceeds from sale	2	19
Net gain from sale of assets	2	19
NOTE 4D FOREIGN EXCHANGE		
Non speculative	0	0
Total foreign exchange gains	0	0
NOTE 4E OTHER GAINS		
Reversal of provision for makegood	49	31
Reversal of makegood asset	0	0
Resources received free of charge	0	0
Assets recognised for the first time	0	0
Total other gains	49	31
NOTE 4F REVENUE FROM GOVERNMENT		
Appropriations:		
Departmental outputs	26,903	28,237
Total revenue from Government	26,903	28,237

Note 5 Comprehensive Income (Loss)

	2011 \$'000	2010 \$'000
TOTAL COMPREHENSIVE INCOME (LOSS) ATTRIBUTABLE TO SSAT		
Total comprehensive income (loss) attributable to the Australian Government	-2,031	958
Plus: non appropriated expenses		
Depreciation and amortisation expense	1,509	0
Total comprehensive income (loss) attributable to SSAT	-522	958

Note 6 Financial Assets

NOTE 6A CASH AND CASH EQUIVALENTS

Cash on hand	6	2
Cash at bank	996	599
Total Cash	1,002	601

NOTE 6B TRADE AND OTHER RECEIVABLES

Goods and services – related entities	0	1
Goods and services – external parties	0	17
Total receivables for goods and services	0	18

Appropriations receivable:

for existing outputs	18,728	20,764
for equity	0	0
Total appropriations receivable	18,728	20,764

GST receivable from the Australian Taxation Office	90	61
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Other:

Other receivables	21	33
Total other receivables	21	33
Total trade and other receivables (gross)	18,839	20,876

Less impairment allowance account:

Goods and services	0	0
Other	0	0
Total trade and other receivables (net)	18,839	20,876

Receivables are represented by:

Current	18,839	20,876
Non-current	0	0
Total trade and other receivables (net)	18,839	20,876

Note 7 Non Financial Assets	2011 \$'000	2010 \$'000
NOTE 7A LAND AND BUILDINGS		
Leasehold Improvements	6,464	4,625
Accum Depreciation – Leasehold Improvements	-1,789	-894
Leasehold Improvements – Makegood	525	598
Accum Depn Leasehold Improvements – Makegood	-280	-309
Assets Under Construction Class 'n-Leaselp	26	0
Total Land and Buildings	4,946	4,020
NOTE 7B PROPERTY, PLANT AND EQUIPMENT		
Other property, plant and equipment		
Fair value	1,864	1,992
Accum Depreciation	-918	-752
Total property, plant and equipment	946	1,240
NOTE 7C INTANGIBLES		
Assets Under Construction-Software (at cost)	1,104	320
Software Internal Development (at cost)	283	283
Accum Amortisation Int Development Software	-232	-189
Total Intangibles	1,155	414

Note 8 Payables	2011 \$'000	2010 \$'000
NOTE 8A SUPPLIERS		
Trade creditors	1,236	1,346
Others	-2	-9
Total suppliers	1,234	1,337

NOTE 8B OTHER PAYABLES		
310859 Lease Incentive	1,048	121
310861 Deferred Expenses	734	33
310908 Provision for Make Good (EE) Current	74	71
330908 Provision for Make Good (EE) Noncurrent	366	399
370004 SSAT	-63	-63
370019 Credit Card Clearing Account	187	164
370033 Credit Card Clearing Payment in Absence Account	-10	0
370025 Salary Sacrifice Clearing Account	0	0
310602 Accrued Salary & Wages	256	208
310608 Accrued Superannuation Funded	47	38
Total other payables	2,639	971

Note 9 Provisions

NOTE 9A EMPLOYEE PROVISIONS		
Recreation and Long Service Leave	3,339	3,175
Superannuation	426	411
Total employee provisions	3,765	3,586

Social Security Appeals Tribunal Statement of Cash Flows
for the period ended 30 June 2011

	Notes	2010-11 \$'000
OPERATING ACTIVITIES		
Cash Received		
Goods and services		32
Appropriations		28,939
Interest		0
Net GST received from ATO		642
Other		0
Total Cash Received		29,613
Cash Used		
Employees		15,367
Suppliers		11,006
Payments for service delivery		
Total Cash Used		26,373
Net Cash From or (Used By) Operating Activities	1	3,240
INVESTING ACTIVITIES		
Cash Received		
Proceeds from sale of property, plant and equipment		0
Total cash received		0
Cash Used		
Purchase of property, plant and equipment		-2,055
Purchase of intangibles		-784
Total Cash Used		-2,839
Net Cash From (Used By) Investing Activities		-2,839
FINANCING ACTIVITIES		
Cash Received		
Appropriations – contributed equity		0
Total Cash Received		0
Cash Used		
Repayment of debt		0
Total Cash Used		0
Net Cash From (Used By) Financing Activities		0
Net Increase or (Decrease) in Cash Held		401
Cash at the beginning of the reporting period		601
Cash at the End of the Reporting Period		1,002
End Cash Balance		1,002

The above statement should be read in conjunction with the accompanying notes.

Cash Flow Reconciliation

2010-11
\$'000

NOTE 1 Reconciliation of cash and cash equivalents as per Balance Sheet to Cash Flow Statement

Report cash and cash equivalent as per:

Cash Flow Statement	1,002
Balance Sheet	1,002

Reconciliation of operating result to net cash from operating activities:

Operating result	-2,031
Depreciation/amortisation	1,509
Gains from sale of assets	-18
Movement in receivable not classified as operating	0
Gain on make good (net of borrowing costs)	
Assets recognised for the first time	0
Net write down of non financial assets	0
Increase/(decrease) in net receivables	2,044
Increase/(decrease) in employee provisions	236
Increase/(decrease) in supplier payables and provisions	1,500
Increase/(decrease) in interest bearing liabilities	0
Increase/(decrease) in other non-financial assets	0

Net Cash from/(used by) operating activities **3,240**

Please note: The SSAT falls under the budget of the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). Please refer to the FaHCSIA Annual Report 2010-11 for audited financial statements including cash-flow statements and agency resource statements/summary resource tables by outcome.

Appendix 1

Members of the SSAT as at 30 June 2011

NATIONAL OFFICE		
Principal Member		
Jane Macdonnell	<i>BA, LLB (Hons)</i>	Full-time
AUSTRALIAN CAPITAL TERRITORY		
Fiona Hewson	<i>MALP, BA</i>	Full-time
Elizabeth Symons	<i>BA, LLB</i>	Full-time
Meredith Boroky	<i>BA (Hons), LLB, LLM</i>	Part-time
Anthony Butterfield*	<i>PhD, Diploma of Teaching, BSc (Hons)</i>	Part-time
Peter Camilleri	<i>BSocStud (Hons), MSc (Social Research), PhD</i>	Part-time
Philip Finley*	<i>BA, LLB</i>	Part-time
Wayne Mitchell		Part-time
Helen Mooney	<i>BMedSc, MBBS</i>	Part-time
Kenneth Patterson	<i>DipSocStud, MSW</i>	Part-time
Frances Staden	<i>BA (Hons), BPhil</i>	Part-time
Peter Wilkins	<i>BA, MBBS, MHP, MLitt, GradDipHum, FRACMA, FAFOM, FAFPHM</i>	Part-time
Laurann Yen	<i>MPsych, GradCertHigherEd, Professional Certificate of Arbitration, BSc (Psych)</i>	Part-time
NEW SOUTH WALES		
Senior Member		
Suellen Bullock	<i>BSocStud</i>	Full-time
Assistant Senior Member		
Glynis Bartley	<i>BSocWk, LLB, GradCertLegPra</i>	Full-time
Assistant Senior Member		
Karen Peacock	<i>LLB (Hons), BSocSc</i>	Full-time
Diana Benk	<i>DipLaw, Specialist Accreditation – Mediation</i>	Full-time
Robert Bennett	<i>GradDipLaw, MA, LLB</i>	Full-time
Jean Cuthbert	<i>LLM, LLB</i>	Full-time
Alan Duri*	<i>BA</i>	Full-time
Gary Richardson	<i>BEd, LLM</i>	Full-time
Kate Timbs	<i>BA, LLB, CertBusStud (IR), Diploma of Practical Legal Training</i>	Full-time
David Barker	<i>MCouns, BSocWk</i>	Part-time
Diane Barnetson	<i>BSocStud, BLegStud, MIndRel</i>	Part-time
Angela Beckett	<i>BLegStud (Hons), GradDipLegPra, BA (Hons), Diploma in Child Psychiatry, MClinPsych</i>	Part-time
Lilina Berg*	<i>MBBS, LLB</i>	Part-time
Linda Blue	<i>GradDipLegPrac, LLB (Hons), BSocSc</i>	Part-time
Matthew Boylan*	<i>BHlthSc</i>	Part-time
Maira Brophy	<i>DipLaw</i>	Part-time
Tina Bubutievski	<i>BEd, LLB</i>	Part-time
Terry Carney	<i>LLB (Hons), DipCrim, PhD</i>	Part-time
Erika Cornwell	<i>BSW, Diploma of Family Therapy</i>	Part-time
Jenny D'Arcy	<i>BCom, LLB</i>	Part-time
Jane Deamer	<i>BSocStud, LLB</i>	Part-time
Kruna Dordevic	<i>BA, BSocWk, LLB (Hons 1A), GradDipLegPra</i>	Part-time
Kathryn Edmonds	<i>LLB, GradDipLegPra, BA</i>	Part-time

Lyn Fong	MBBS, LLB, BAsianStudies	Part-time
Michelle Gardner*	AssocDipCommunityStudies, LLB, GradDipLegPra	Part-time
Martin Giasson	BAG, MB BS (Hons), FRCS, FRACS	Part-time
Adam Halstead	CPol, AssocDegLaw, MLLP	Part-time
Michael Horsburgh	BA, DipSocWk, MSocWk, ThD	Part-time
Penelope Hunter	BA, LLB	Part-time
William Kennedy	LLB (Hons), BA (Hons), DipEc	Part-time
Maxine Lacey	BA, GradDipEd, MA (Counselling), BLegPra, GradDipLegPra, Professional Certificate in Arbitration	Part-time
Deborah Laver	BSocWk	Part-time
Julia Leonard	Advanced Diploma in Community Service Management	Part-time
Susan Lewis	LLB, BA	Part-time
Andrea Mant	MBBS, MA, MD, FRACGP	Part-time
Sally Mayne	BA, DipEd, LLB, DipLegPra	Part-time
Jerome McClintock	LLM, DipLaw	Part-time
Jillian Moir	BA (Hons), LLB, GradDipLegPra, BSc (Psych)	Part-time
Dennis Nolan*	MDisputeResolution, LLM, LLB, BComm	Part-time
Steve Norman	BA, LLB	Part-time
Gregory Pearson	BCom, LLB	Part-time
Margaret Reid*	BHlthSc, GradCertArts (Social Administration), GradCertPAdmin	Part-time
Grahame Robards	MBBS, Member Royal College of Gynaecologists, FRANZCOG, MBA	Part-time
Linda Rogers	BSocWk, LLB, GradCertLegPra	Part-time
Kim Rosser	LLM (Hons), LLB	Part-time
Paul Ryan	BBus (Acc/Ec)	Part-time
Angela Smith	DipAcc	Part-time
Robin Taylor	MBBS, MPH	Part-time
Susan Taylor	BSocStud	Part-time
Gregory Tillett	BA(Hons), PhD	Part-time
Gina Towney	BA, LLB	Part-time

NORTHERN TERRITORY

Heather King	BA (Social Work), GradDip Human Service Practice	Part-time
Ken Ross	BA (Hons), BSocAdmin	Part-time

QUEENSLAND

Senior Member

Jim Walsh	LLB, GradCerMgt	Full-time
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Assistant

Senior Member

Paul Kanowski†	BA, LLB (Hons)	Full-time
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Jane Bishop	BA, BSc (Psych), LLB (Hons), DipMental Health Nursing, GradDipLegPra	Full-time
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Timothy Ffrench	BA, LLB (Hons)	Full-time
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Neil Foster	BA, LLB, GradCertArts	Full-time
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Christine Haag	BA, DipEd, LLB, Master of Regional and Urban Planning	Full-time
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Peter Jensen	LLB	Full-time
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Matthew King	LLM, GradDipLegPra	Full-time
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Kaarina Ammala	BA, LLB	Part-time
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Matt Amundsen	BA, LLB	Part-time
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Alexandra Bordujenko	MBBS, MPH, FAFPHM	Part-time
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Susan Bothmann	LLB, LLM	Part-time
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Alex Byers	BSc, BA (Hons), LLB	Part-time
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Jennifer Cavanagh	MBBS, FRACGP	Part-time
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Glen Cranwell	GradDipBusAdmin, LLB, LLM, BSc	Part-time
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Susan Dann*	PhD, MPA, BA	Part-time
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John Devereux	BA, LLB, (Hons), PhD	Part-time
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Brian Dittman	Completed Legal Studies through the Solicitors Board of Queensland	Part-time
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David Gillespie	BCom, LLB, LLM	Part-time
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Sabyne Gough	BComm, BEc	Part-time
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Jocelyn Green	BA	Part-time
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Tina Guthrie	LLB (Hons)	Part-time
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Patricia Hall	MSocWk, BSocWk	Part-time
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Debra Harris	LLB	Part-time
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Elizabeth Hulin	BSc, GradCertMgt	Part-time
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Robert King	BA, DipEd, MA (Clin Psych), PhD, FAPS	Part-time
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Kay Kirmos*	BA, LLB	Part-time
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Wilhelmina McCartney		Part-time
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David McKelvey	LLB (Hons), LLM	Part-time
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Cathy-Ann McLennan	LLM, LLB, Qualified Mediator	Part-time
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Bryan Pickard	BCom, BLegStud, LLM	Part-time
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Stephen Pozzi	BVSc, MBBS	Part-time
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Luis Prado	MBBS, FRACGP	Part-time
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Virginia Ryan	BA, LLB	Part-time
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Annette Sheffield	MSocAdmin, BSocWk	Part-time
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Rosemary Stafford	MBBS	Part-time
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Susan Trotter	<i>LLB, BCom</i>	Part-time
Michael Weir [#]	<i>BA, LLB (Hons), LLM, PhD</i>	Part-time
Patrick White	<i>BA, LLB, DipLegPrac</i>	Part-time
Sylvia Winters	<i>BSc, BA, LLB (Hons)</i>	Part-time

SOUTH AUSTRALIA

Senior Member		
Sue Raymond	<i>LLB</i>	Full-time
Assistant Senior Member		
Marten Kennedy [†]	<i>BA, LLB (Hons), GradDipLegPrac</i>	Full-time
Bruce Harvey	<i>BSc</i>	Full-time
Joanne Bakas	<i>GradDipLegPrac, LLB, BBus, GDipEd, BA</i>	Part-time
Steven Cullimore	<i>MA (law)</i>	Part-time
Michael de Rohan [#]	<i>BA, LLB</i>	Part-time
Diana Dibden [*]	<i>BA (Hons), BSocAdmin, LLB (Hons), GradCertMediation, GradDipLegPrac</i>	Part-time
Bronte Earl [#]	<i>BSc</i>	Part-time
Angela Faulkner [#]	<i>LLB, GradDipLegPrac</i>	Part-time
Julie Forgan	<i>BEC, GradCert in Public Sector Management</i>	Part-time
Mark Fuller	<i>MBBS, BA</i>	Part-time
Ian Garnham	<i>MSc, LLB</i>	Part-time
Stavros Georgiadis	<i>BSc, LLB, GDLP, Master of Conflict Management, DipEd, GradDipSocSc (Rehab), GradCert in Mediation, Professional Certificate in Arbitration</i>	Part-time
Barbara Johns	<i>LLB (Hons), GradDipLegPrac</i>	Part-time
Donna Lambden-Rowe	<i>BSocWk, MSocWk</i>	Part-time
Kate Millar	<i>BSocWk, LLB (Hons)</i>	Part-time
Jennifer Strathearn	<i>BScWk, LLB (Hons)</i>	Part-time
Bruce Swanson	<i>MBBS, BSc, BEC (Hons), MHA, FRACMA</i>	Part-time
Yvonne Webb	<i>LLB, GradCertLegPrac, Professional Certificate in Arbitration & Mediation, GradCertHRMgt, GradDipEd</i>	Part-time
Paul Williamson [#]	<i>MBBS, MHSM, FACHAM</i>	Part-time

TASMANIA

Christhilde Breheny	<i>BSc (Hons), BSocWk (Hons), PhD</i>	Full-time
Kim Barker	<i>BA, DipEd, GradCert Counselling and Development, MAICD</i>	Part-time
Michelle Baulch	<i>BEC, LLB, GradDipBusAdmin</i>	Part-time
Ketrina Clarke	<i>LLB, MBA, FAICD</i>	Part-time
Lynne Cretan	<i>BMedSc, MBBS</i>	Part-time
Kay Rodda		Part-time
Andrea Schiwy	<i>BCom, CPA</i>	Part-time
Tim Walter [#]	<i>BA, GradDipSocSc, GradCertLegPrac, LLB</i>	Part-time
Samantha Webster [#]	<i>LLB</i>	Part-time

VICTORIA

Senior Member		
Miriam Holmes	<i>BJuris, LLB</i>	Full-time
Assistant Senior Member		
Irene Tsiakas	<i>LLB</i>	Full-time
John Longo	<i>GradDipLegPrac, LLB, BA (Hons)</i>	Full-time
Alison Mercer [*]	<i>BA, LLB</i>	Full-time
Inge Sheck		Full-time
David Stevens	<i>Council of Legal Education course for articled clerks</i>	Full-time
Robyn Anderson	<i>BCom</i>	Part-time
William Appleton	<i>MBBS, FRACMA, DipO, DipCompSci</i>	Part-time
Judith Bennett	<i>BA (Hons), LLB, MBA (Hons)</i>	Part-time
Stephen Bertram	<i>MBAcc, GradDipBusMgt, BBA, DipBusAcc</i>	Part-time
Christine Bigby [*]	<i>BAppSocStud (Hons), PhD, MSocWk</i>	Part-time
Wendy Boddison	<i>LLM, LLB</i>	Part-time
Annette Brewer	<i>BEC, LLB, Accredited Family Law Specialist</i>	Part-time
Neill Campbell	<i>LLM, GradDip Practical Legal Training, LLB, BA</i>	Part-time
Catherine Clarke	<i>BA, LLB, GradDip Family Law Mediation</i>	Part-time
Amanda Ducrou	<i>BA, LLB, MBA</i>	Part-time
Margaret Fowler	<i>BA, BSocWk, LLB</i>	Part-time
Elaine Geraghty		Part-time
Anne Grant	<i>BJuris, LLB</i>	Part-time
Helen Grutzner	<i>LLB (Hons), BA</i>	Part-time
Tamara Hamilton-Noy	<i>BA (Hons), LLB</i>	Part-time
Peter Higgins	<i>GradDipTech, Chartered Accountant (Fellow), Certified Financial Planner</i>	Part-time

Megan Hodgkinson [#]	LLM, BA, LLB	Part-time
Suzanne Jones	BEC, LLB	Part-time
Sandra Kerr	AssocDip Diagnostic Medical Radiography, LLB, LLM	Part-time
Stephen Lewinsky	MBBS, GradDip Musculoskeletal Medicine	Part-time
Christopher Main	MBBS, FRACGP	Part-time
Geoffrey Markov	MBBS, FRACP	Part-time
Christine Michaleas*	LLB	Part-time
Francis Morgan [#]	MBBS, MD	Part-time
Sydelle Muling [#]	GradDipLegPrac, LLB	Part-time
Alison Murphy	BA, LLB, GradCertLegPrac	Part-time
Jack Nalpantidis	BBehavSc, BSocWk, MBA	Part-time
Paul Noonan	BA, BBusAcc	Part-time
Clare-Maree O'Brien	BJuris, LLB, LLM (GST)	Part-time
Sophia Panagiotidis	BA, DipCommunity Development, DipTeaching	Part-time
Charlene Price	LLB (Hons), BA	Part-time
Aruna Reddy	MBBS, FRANZCP	Part-time
Robert Richards	DipBus (Acc), CPA	Part-time
John Rundell [#]	LLM, MBA, BEc (Acc), BE, Dip International Commercial Arbitration, FIAMA	Part-time
Wendy Secombe [#]	BCom, LLB	Part-time
Alison Smith	BA (Hons), LLB	Part-time
Andrea Treble	BA, LLB, MPoLaw, PhD	Part-time
Kenneth Warren	BBus, CPA	Part-time
Catherine Woodward [#]	BSocWk, GradDipSocSc (Public Sector Management)	Part-time
Fay Yule*	BA, DSocStud	Part-time

WESTERN AUSTRALIA

Senior Member	BA, LLB (Hons), AIMA Certificate in Mediation	Full-time
Rhonda Bradley		
Stephanie Brakespeare [†]	BA, AIMA Certificate in Mediation	Full-time
Rosetta Petrucci	LLM (Merit), LLB (Hons), MBus, BBus, FTIA, CPA	Full-time
Karen Barrett-Lennard	BSocWk	Part-time
Annette Brown [#]	PhD, MSc, BAppSc	Part-time
William Budiselik	BAppSc (Social Work), GradDipBusAdmin	Part-time
Marion Cross [#]	BBus, MSc	Part-time
Anne Donnelly	MBBS, GradDipHlthAdmin	Part-time
Robert Fitzgerald	BPsych (Hons), PhD (Psych)	Part-time
Susan Hoffman	BA (Hons), Master of Leadership	Part-time
Michael Jones	BMBS	Part-time
Christine Kannis	BJuris, LLB, BCom	Part-time
Maxina Martellotta	BJuris (Hons), LLB (Hons)	Part-time
Charles Merriam*	Barrister and Solicitor in Western Australia, Solicitor in England and Wales	Part-time
Barry Pickering [#]		Part-time
Julie Quinlivan	MBBS, PhD, FRANZCOG, Professional Certificate in Arbitration	Part-time
Anne Seghezzi	BJuris, LLB	Part-time
Jennifer Stribling*	LLB (Hons), BSocWk (Hons)	Part-time
Nicola Watt*	BSocWk	Part-time
Mark Woodacre	GDipPA, GDipEd, BA	Part-time

* Member ceased on or after 1 July 2011

Member appointed but not active

† Member changed from full-time to part-time on or after 1 July 2011

Appendix 2

SSAT staffing as at 30 June 2011

Gender	ongoing full-time	ongoing part-time	non-ongoing full-time	non-ongoing part-time	Total
Female	47	12	4	4	67
Male	34	0	1	1	36
Total	81	12	5	5	103

* 3 people included in these figures are on long term absence

APS Classification	Total	Female	Male	NO*	NSW/ACT [^]	QLD	SA/TAS [†]	VIC	WA
APS 1	6	5	1	0	2	2	1	1	0
APS 2	12	12	0	1	4	1	1	3	2
APS 3	2	2	0	2	0	0	0	0	0
APS 4	49	31	18	1	17	9	5	12	5
APS 5	4	2	2	3	0	0	1	0	0
APS 6	16	8	8	11	1	1	1	2	0
EL 1	9	6	3	4	1	1	1	1	1
EL 2	5	1	4	5	0	0	0	0	0
Total	103	67	36	27	25	14	10	19	8

* National Office

[^] 23 Staff in NSW; 2 in ACT

[†] 8 staff in SA; 2 in TAS

Salary Range by Classification 2010-11

Classification	Pay point – lower	Pay point – higher
APS 1	\$41,603	\$45,843
APS 2	\$47,966	\$52,209
APS 3	\$55,389	\$59,706
APS 4	\$61,682	\$66,178
APS 5	\$69,115	\$72,072
APS 6	\$74,730	\$82,708
EL 1	\$86,698	\$99,670
EL 2	\$107,885	*\$124,729

* Progression to the maximum salary of Executive Level 2 can only be achieved where the Registrar is satisfied that the work value of the position justifies the higher salary point and the employee has managerial and/or professional technical skills to warrant movement to that level.

Staff Under Australian Workplace Agreements

EL 1	1
EL 2	4

All other SSAT staff are covered by the SSAT Workplace Agreement 2009-12

Appendix 3

Consultants 2010-11

Consultancy services of \$10,000 or more let during 2010-11

Consultant	Project Description	Contract Price*	Selection Process	Justification
Designinc	Architectural	\$13,200	Select Tender	A, B
Seisma Pty Ltd	Preparation of AMS business case	\$22,000	Select Tender	A, B
Minter Ellison Lawyers	Legal services	\$15,400	Select Tender	A, B
Softlaw Community Project	Library project services	\$33,000	Select Tender	A, B
Sparke Helmore	AMS probity advisors	\$44,000	Open Tender	A, B
McGirr Information Technology Pty Ltd	AMS system design	\$744,456	Open Tender	A, B
TOTAL		\$872,056		

* All figures are GST inclusive

Justification:

A. skills currently unavailable within agency

B. need for specialised or professional skills

C. need for independent research or assessment

Appendix 4

Application processing statistics

Centrelink

	SA	QLD	ACT	NT	TAS	VIC	WA	NSW	TOTAL	
On hand at 1 July 2010*	135	193	50	3	65	356	97	414	1,313	
Net lodged to 30 June 2011**	892	1,915	258	52	344	2,544	727	3,117	9,849	
Finalised	902	1,912	254	47	354	2,543	731	3,034	9,777	
On hand at 1 July 2011:	125	196	54	8	55	357	93	497	1,385	
awaiting statement	20	48	15	1	6	57	23	101	271	
awaiting appointment	34	49	16	6	24	111	35	153	428	
awaiting hearing	47	70	11	1	15	95	23	142	404	
adjourned	9	11	0	0	1	62	4	36	123	
awaiting notification	15	18	12	0	9	32	8	65	159	
Total decisions reviewed:	1,021	2,358	283	72	425	3,197	833	3,508	11,697	
Set aside	325	431	101	3	88	862	168	847	2,825	
Varied	8	97	8	6	8	31	50	46	254	
Affirmed	511	1,399	132	51	269	1,669	457	1,902	6,390	
Total decisions reviewed at hearing	844	1,927	241	60	365	2,562	675	2,795	9,469	
No jurisdiction	63	175	8	6	22	311	62	298	945	
Withdrawn (conceded)	3	8	1	0	1	10	20	10	53	
Withdrawn (other)	77	195	25	2	23	189	43	308	862	
Dismissed	34	53	8	4	14	125	33	97	368	
Total decisions finalised without hearing	177	431	42	12	60	635	158	713	2,228	
	2009-10									
Set aside rate 1 (%) [*]	32.6	22.4	38.5	12.5	22.6	27.9	26.2	25.5	26.3	26.5
Set aside rate 2 (%) ^{**}	39.5	27.4	45.2	15.0	26.3	34.9	32.3	31.9	32.5	32.7

* Discrepancy from last year's reported figure is due to adjustment of source data of two cases in NSW

** Includes net transfers between Registries totalling 133 cases

[^] Set aside + varied as a percentage of all decisions finalised

^{^^} Set aside + varied as a percentage of set aside, varied & affirmed

PPL

	SA	QLD	ACT	NT	TAS	VIC	WA	NSW	TOTAL
Net lodged to 30 June 2011*	2	1	2	0	0	4	1	5	15
Finalised	1	0	0	0	0	1	0	2	4
On hand at 1 July 2011:	1	1	2	0	0	3	1	3	11
awaiting statement	0	1	0	0	0	0	1	1	3
awaiting appointment	1	0	1	0	0	0	0	0	2
awaiting hearing	0	0	0	0	0	2	0	1	3
adjourned	0	0	0	0	0	0	0	0	0
awaiting notification	0	0	1	0	0	1	0	1	3
Total decisions reviewed:	1	0	0	0	0	1	0	2	4
Set aside	0	0	0	0	0	0	0	0	0
Varied	0	0	0	0	0	0	0	0	0
Affirmed	1	0	0	0	0	1	0	2	4
Total decisions reviewed at hearing	1	0	0	0	0	1	0	2	4
No jurisdiction	0	0	0	0	0	0	0	0	0
Withdrawn (conceded)	0	0	0	0	0	0	0	0	0
Withdrawn (other)	0	0	0	0	0	0	0	0	0
Dismissed	0	0	0	0	0	0	0	0	0
Total decisions finalised without hearing	0	0	0	0	0	0	0	0	0

Set aside rates are not shown as no cases were set aside.

Child support

	SA	QLD	ACT	NT	TAS	VIC	WA	NSW	TOTAL	
On hand at 1 July 2010*	50	117	25	0	27	165	54	158	596	
Net lodged to 30 June 2011**	183	693	92	1	97	601	252	607	2,526	
Finalised	196	673	78	1	105	571	264	612	2,500	
On hand at 1 July 2011:	37	137	39	0	19	195	42	153	622	
awaiting statement	16	57	15	0	5	68	12	47	220	
awaiting appointment	7	15	5	0	2	32	4	21	86	
awaiting hearing	9	55	16	0	10	59	23	73	245	
adjourned	5	7	3	0	2	30	2	10	59	
awaiting notification	0	3	0	0	0	6	1	2	12	
Total decisions reviewed:	196	673	78	1	105	571	264	612	2,500	
Set aside	78	219	19	0	44	206	78	160	804	
Varied	6	77	2	0	1	8	41	30	165	
Affirmed	47	128	26	0	33	124	64	193	615	
Total decisions reviewed at hearing	131	424	47	0	78	338	183	383	1,584	
No jurisdiction	18	86	10	1	10	67	20	89	301	
Withdrawn	29	39	12	0	9	69	29	64	251	
Dismissed	17	124	9	0	8	97	32	75	362	
Unrecorded	1	0	0	0	0	0	0	1	2	
Total decisions finalised without hearing	65	249	31	1	27	233	81	229	916	
2009-10										
Set aside rate 1 (%)*	42.9	44.0	26.9	0	42.9	37.5	45.1	31.0	38.8	35.7
Set aside rate 2 (%)**	64.1	69.8	44.7	0	57.7	63.3	65.0	49.6	61.2	59.3

* Discrepancy from last year's reported figure is due to adjustment of source data of sixteen cases (114 in QLD, 26 in TAS, 161 in VIC, 150 in NSW; 580 Total)

** Includes net transfers between Registries totalling 48 cases

^ Set aside + varied as a percentage of all decisions finalised

^^ Set aside + varied as a percentage of set aside, varied + affirmed

Appendix 5

Application outcomes

Centrelink

Shown on next page.

PPL

	Claimant Decisions	Employer Decisions	Total
Applications received	15	0	15
% of total	100	0	100
DECISION OUTCOMES 2010-11:			
Set Aside	0	0	0
Varied	0	0	0
Affirmed	4	0	4
Dismissed	0	0	0
No Jurisdiction	0	0	0
Withdrawal	0	0	0
Total reviewed	4	0	4
Set aside rate 1* (%)	0	n/a	0
Set aside rate 2* (%)	0	n/a	0

* Set aside rate 1 = set aside and varied as percentage of all finalised decisions of this type

Set aside rate 2 = set aside and varied as percentage of set aside, varied and affirmed decisions of this type

	AGE	AUS	CA	CCB	CP	DSP	FTB	MA	MAA	MOB	NSA	PA	PB	PES	PP	SA	SPB	YA	Other	Total	
Applications received	2010-11	1,045	240	406	84	233	2,951	860	2	32	1,653	11	113	52	690	47	84	734	610	9,849	
	2009-10	1,267	290	295	69	260	2,811	1,221	4	3	49	2,017	15	163	89	884	61	82	897	726	11,203
	2008-09	1,218	264	353	61	248	2,823	1,218	11	6	36	3,799	18	148	87	970	58	89	1,039	983	13,429
% of total	2010-11	10.6	2.4	4.1	0.9	2.4	30.0	8.7	<0.1	0.3	16.8	0.1	1.1	0.5	7.0	0.5	0.9	7.5	6.2	100.0	
	2009-10	11.3	2.6	2.6	0.6	2.3	25.1	10.9	<0.1	0.4	18.0	0.1	1.5	0.8	7.9	0.5	0.7	8.0	6.5	100.0	
	2008-09	9.1	2.0	2.6	0.5	1.8	21.0	9.1	0.1	<0.1	0.3	28.3	0.1	1.1	0.6	7.2	0.4	0.7	7.7	100.0	
DECISION OUTCOMES 2010-11:																					
Set aside		312	72	75	43	71	625	409	1	1	7	503	2	18	11	281	14	19	209	152	2,825
Varied		34	9	3	1	8	30	45	0	0	0	47	1	2	0	36	2	0	19	17	254
Affirmed		603	144	286	90	189	1,853	738	3	1	23	939	8	75	58	460	30	43	445	402	6,390
No jurisdiction		75	28	39	24	33	212	133	0	0	3	172	0	4	6	59	2	12	52	91	945
Withdrawn (conceded)		3	0	4	0	1	13	6	0	0	0	11	0	1	1	2	1	4	5	53	
Withdrawn (other)		107	14	29	11	33	194	105	0	0	4	153	0	10	2	80	3	13	58	46	862
Dismissed		10	9	7	11	5	47	50	1	0	0	116	1	1	4	45	3	1	45	12	368
Total reviewed*	2010-11	1,144	276	443	180	340	2,974	1,486	5	2	37	1,941	12	111	82	962	56	89	832	725	11,697
	2009-10	1,472	313	362	137	338	3,051	1,924	8	8	51	2,883	29	190	115	1,165	73	97	1,081	929	14,226
	2008-09	1,381	309	424	110	347	3,048	1,670	20	9	39	4,907	45	144	92	1,297	70	115	1,220	1,041	16,288
Set aside rate 1** (%)	2010-11	30.2	29.3	17.6	24.4	23.2	22.0	30.6	20.0	18.9	28.3	25.0	18.0	13.4	33.0	28.6	21.3	21.3	27.4	23.3	26.3
	2009-10	28.9	31.3	17.4	19.7	23.1	23.4	32.3	25.0	25.5	24.6	37.9	15.3	27.0	31.7	31.5	23.7	32.3	32.3	19.3	26.5
	2008-09	27.0	32.0	17.9	23.6	24.2	26.9	30.5	20.0	33.3	10.3	25.2	28.9	17.4	21.7	33.6	30.0	20.9	27.8	17.5	26.4
Set aside rate 2** (%)	2010-11	36.5	36.0	21.4	32.8	29.5	26.1	38.1	25.0	50.0	36.9	27.3	21.1	15.9	40.8	34.8	30.6	33.9	29.6	32.5	
	2009-10	34.9	38.7	21.4	24.8	28.2	27.7	40.8	33.3	31.7	31.7	44.0	17.3	32.6	40.8	44.2	28.8	39.6	23.4	32.7	
	2008-09	33.4	39.9	21.7	31.7	28.9	32.2	39.6	25.0	60.0	21.1	36.4	18.5	24.7	43.6	34.4	26.1	36.9	21.0	34.2	

* Includes requests for reviews of multiple decisions within one application

** Set aside rate 1 = set aside and varied as percentage of all finalised decisions of the one payment type

Set aside rate 2 = set aside and varied as percentage of set aside, varied and affirmed decisions of the one payment type

^ No cases were coded as Child Disability Allowance or Rent Assistance during 2010-11

Abbreviations:

AGE	Age Pension	CP	Carer Payment	MAA	Mature Age Allowance	PB	Pension Bonus	SA	Sickness Allowance
AUS	Austudy	DSP	Disability Support Pension	MOB	Mobility Allowance	PES	Pensioner Education Supplement	SPB	Special Benefit
CA	Carer Allowance	FTB	Family Tax Benefit	NSA	Newstart Allowance	PP	Parenting Payment	YA	Youth Allowance
CCB	Child Care Benefit	MA	Maternity Allowance	PA	Partner Allowance	RTA^	Rent Assistance	Other	All Other Payments
CDA^	Child Disability Allowance								

Child support

		Child Support Agreement	Application for Assessment	Change of Assessment [^]	Non-Agency Payment	Failure to Collect Arrears	Particulars of Assessment	Refusal of EOT to Object	Registration Details	Not Reviewable by SSAT	Other	Total
Applications received	2010-11	28	28	1,164	154	17	727	149	34	18	181	2,500
	2009-10	35	34	1,267	141	26	816	190	29	19	107	2,664
	2008-09	49	29	1,465	185	21	828	135	25	34	119	2,890
% of total	2010-11	1.1	1.1	46.6	6.2	0.7	29.1	6.0	1.4	0.7	7.2	100
	2009-10	1.3	1.3	47.6	5.3	1.0	30.6	7.1	1.1	0.7	4.0	100
	2008-09	1.7	1.0	50.7	6.4	0.7	28.7	4.7	0.9	1.2	4.1	100
DECISION OUTCOMES 2010-11:												
Set Aside		3	6	472	44	2	186	42	6	n/a	43	804
Varied		0	0	95	4	0	47	1	6	n/a	12	165
Affirmed		10	12	120	59	8	266	70	16	n/a	54	615
Dismissed		1	4	208	22	2	81	26	1	n/a	17	362
No Jurisdiction		11	2	133	12	5	71	5	1	18	43	301
Withdrawal		3	4	135	13	0	76	5	3	n/a	12	251
Not Recorded		0	0	1	0	0	0	0	1	n/a	0	2
Total reviewed	2010-11	28	28	1,164	154	17	727	149	34	18	181	2,500
	2009-10	36	39	1,343	155	23	825	179	34	20	113	2,767
	2008-09	44	30	1,438	210	22	835	133	22	34	121	2,891
Set aside rate 1* (%)	2010-11	10.7	21.4	48.7	31.2	11.8	32.0	28.9	35.3	n/a	30.4	38.8
	2009-10	13.9	15.4	45.4	23.2	21.7	30.1	30.2	23.5	n/a	14.2	35.7
	2008-09	13.6	23.3	43.4	28.1	13.6	28.0	30.8	27.3	n/a	14.0	34.5
Set aside rate 2* (%)	2010-11	23.1	33.3	82.5	44.9	20.0	46.7	38.1	42.9	n/a	50.5	61.2
	2009-10	27.8	33.3	82.5	30.5	50.0	45.0	36.7	33.3	n/a	39.0	59.3
	2008-09	46.2	33.3	80.7	41.3	27.3	43.7	37.3	37.5	n/a	39.5	59.9

[^] Please note that in Change of Assessment cases the liability to pay child support is likely to be affirmed but the amount of the liability may be varied

* Set aside rate 1 = set aside and varied as percentage of all finalised decisions of this type

Set aside rate 2 = set aside and varied as percentage of set aside, varied and affirmed decisions of this type

Appendix 6

Freedom of Information

The following Section 8 Statement covers the period 1 July 2010 – 30 April 2011 inclusive. From 1 May 2011 agencies subject to the *Freedom of Information Act 1982* (FOI Act) are required to publish information to the public as part of the Information Publication Scheme (IPS). This requirement is in Part II of the FOI Act and has replaced the former requirement to publish a section 8 statement in an annual report. The SSAT plan showing what information is published in accordance with the IPS requirements is accessible at www.ssat.gov.au.

Section 8 Statement

Establishment

The Social Security Appeals Tribunal (the SSAT) was first set up by Ministerial directive on 10 February 1975 as a body with the power to review certain social security decisions. Its powers were only recommendatory.

The SSAT was established by the *Social Security (Review of Decisions) Act 1988* and began operations on 1 November 1988.

Organisation

The SSAT has its national office in Melbourne and registries in each capital city, except in the Northern Territory. Details of the structure and organisation of the SSAT are set out in chapter 2 of this report.

Details of the powers and functions of the SSAT are set out in chapter 2 of this Report.

Arrangements for outside participation in policy development

No arrangements exist for outside participation in the affairs of the SSAT.

Categories of Documents

The following categories of documents are held by the SSAT:

- documents relating to applications for review, including tribunal decisions and reasons for decisions;
- an electronic case management system containing information in relation to applications for review;
- tribunal practice and procedure documents;
- documents relating to the administration of the tribunal, including annual reports on the tribunal's operations, records relating to human and financial resource management, statistical information and other internal documents and correspondence;
- document relating to internal policy initiatives, case management strategies and projects;
- Freedom of Information request files;
- information brochures, pamphlets and forms; and
- tender documents and contracts.

Facilities for Access

Facilities for examining documents are available at, or can be organised by, any office of the SSAT. Access to documents would normally be granted at the offices of the SSAT (see Contact Details at appendix 10).

Freedom of Information (FOI) Procedures and Initial Contact Points

Freedom of Information requests must be made in accordance with section 15 of the *Freedom of Information Act 1982*. Applications for access to documents may be submitted to any office of the SSAT. Requests can be made in any written format, giving sufficient information to identify the documents requested and providing a return address.

The requirement of the payment of any fees and charges is qualified by regulation 6 of the *Freedom of Information (Fees and Charges) Regulations*.

Appendix 7

Legal services expenditure statement

This is a statement of legal services expenditure* by the Social Security Appeals Tribunal for 2010-11, published in compliance with paragraph 11.1(ba) of the *Legal Services Directions 2005*.

Agency's total legal services expenditure	\$377,346
Agency's total external legal services expenditure	\$144,051
External expenditure on solicitors	\$118,907
External expenditure on counsel	\$25,144
Number of male counsel briefed	0
Value of briefs to male counsel	\$0
Number of female counsel briefed	3
Value of briefs to female counsel	\$25,144
Other disbursements on external legal services	\$0
Agency's total internal legal services expenditure	\$233,295
Salaries	\$214,213
Overheads (includes administrative support and accommodation costs)	\$19,082

*all figures are exclusive of GST

Appendix 8

Corrections to last year's report

The following paragraph was omitted in error from the SSAT's Service Charter at appendix 2 of the Annual Report 2009-10:

"Important: you must have an ARO decision (Centrelink) or an Objection Officer decision (CSA) before you can apply to the SSAT."

Appendix 9

Occupational health and safety

The following information is provided in accordance with section 74 of the *Occupational Health and Safety Act 1991*.

During the reporting period, the Occupational Health and Safety (**OH&S**) Committee focussed on ergonomics and personal security as the major safety related issues within the OH&S strategy. Please refer to pp17 for further information about the OH&S Committee.

Worksite assessments are offered on commencement and then biannually. Staff and full-time members are also offered a worksite assessment if they are experiencing pain that would indicate body stressing issues. The purpose of these assessments is to educate staff and ensure all OH&S issues are addressed.

Security in general is a major focus of the SSAT and from an OH&S perspective personal security is a priority issue and is addressed as an element of regular protective security reviews. All new starters are provided with information on commencement, which outlines arrangements in the office, for example duress alarms, security barriers and security locks. Staff are encouraged to report any security issues to the SSAT Agency Security Advisor.

During the reporting period the Finance Unit conducted safety inspections which are designed to assess whether the SSAT offices pose a risk to the health, security and safety of employees, applicants, visitors and/or members of the general public. Issues identified as a result of these inspections are brought to the attention of the onsite Senior Member and Deputy Registrar for their immediate attention. A consolidated report is prepared for the Registrar.

The SSAT has developed an Emergency Evacuation Procedure and has an Emergency Evacuation Team in each office. Each office conducts evacuation drills on an annual basis.

The SSAT also has a Wellness Program. Wellness activities undertaken have included workplace health checks, flu vaccinations and various health promotion activities. A number of SSAT offices have Wellness Committees which undertake activities at the local level that are designed to promote health and social interaction in the office. As part of the SSAT Wellness strategy the SSAT has an Employee Assistance Program (**EAP**) available for employees and their families to access. The SSAT has a contractual arrangement with Davidson and Trahaire to provide 24 hour EAP and trauma counselling services.

Workplace incidents

During the course of the year there were nine recorded workplace incidents. These incidents were as follows:

- 3 overuse injuries
- 1 muscular strain
- 2 bruising
- 2 sporting injuries (related to a workplace team building activity)
- 1 slip, trip or fall

Informal internal investigation was conducted following each of these incidents and appropriate follow up action has been completed.

No notices were issued under sections 29, 46 or 47 of the *Occupational Health and Safety Act 1991* and there were no accidents or dangerous occurrences requiring notice under section 68.

Appendix 10

Strategies to minimise environmental impact

In relation to the *Environment Protection and Biodiversity Conservation Act 1999*, the SSAT impacts on the environment through its need for premises in which to carry out its functions and its use of electricity, transport, water and paper in carrying out those functions. The ways in which the SSAT minimises this impact are set out here.

Theme	Strategy
Energy efficiency	Lights automatically switch off after a period of inactivity in the room.
Energy efficiency	Staff asked to switch off computer monitors and other non-essential electronic equipment in their work area when not in use.
Waste	Separate bins are provided in every office for recyclable, compost and general waste. Individual desk bins are for recyclable material only.
Leasing of accommodation	New accommodation selected with regard to the building's energy rating, with the aim that all SSAT premises will have a five-star energy rating.
Transport	Conduct meetings by electronic means wherever possible rather than use transport.

Appendix 11

Access to justice activities

During 2010-11, every SSAT registry held regular meetings with representatives of Centrelink and the Child Support Agency. Other activities are listed below.

New South Wales and Australian Capital Territory

Meeting with Welfare Rights and Legal Centre

Presentations

Authorised Review Officers' Conference, Centrelink

Penrith Multicultural Interagency

Community Resource Centre, Blacktown

'Know Your Rights' Expo

Monaro Regional Interagency

Centrelink, Kempsey

Shoalhaven Interagency

AIDS Council of NSW (ACON)

Victoria

Meeting with Legal Aid

Participation in Law Week

Queensland and Northern Territory

Meetings

Welfare Rights Centre

Australian Institute of Administration Law

Authorised Review Officers, Centrelink

Ombudsman Round Table Conference

Presentations

By AAT District Registrar to SSAT Brisbane registry

Welfare Rights Centre

Western Australia

Information mail-out to community and legal agencies

South Australia and Tasmania

Meeting with Welfare Rights Centre

Meeting with Authorised Review Officers, Centrelink

Presentations – South Australia

Relationships Australia

Grandparents for Grandchildren

Whyalla Community and Government workers

Low Income Support Program (LISP)

Network meeting

Students from Adelaide Legal Outreach Service, University of Adelaide

Student counsellors and disability support workers, Flinders University of South Australia

Presentations – Tasmania

Centacare, Launceston

Circular Head Aboriginal Corp

Wyndarra Centre

Rural Health

Centrelink

Carers Tasmania

Youth Network of Tasmania

National Office

Presentations

Annual meeting of National Welfare Rights Network

Salvation Army Youth Crisis Centre, St Kilda

Appendix 12

Contact details

National Office

Level 24, 500 Collins Street,
Melbourne
(PO Box 218, Collins Street West
Melbourne Vic 8007)

Email: info@ssat.gov.au

Tel: (03) 8626 4923

Fax: (03) 8626 4949

Principal Member – Jane Macdonnell
Registrar – John Collins

Australian Capital Territory

Level 5, 71 Northbourne Avenue,
Canberra
(GPO Box 9943, Canberra
ACT 2601)

Email: canberra@ssat.gov.au

Tel: (02) 6200 3700

Fax: (02) 6200 3709

Senior Member – Suellen Bullock
Deputy Registrar – Catherine
Cudmore

New South Wales

Level 20, 580 George Street, Sydney
(GPO Box 9943, Sydney NSW 2001)

Email: sydney@ssat.gov.au

Tel: (02) 9202 3400

Fax: (02) 9202 3499

Senior Member – Suellen Bullock
Deputy Registrar – Catherine
Cudmore

Northern Territory

All NT reviews are managed through
the Queensland registry. Please
refer to contact details for the
Queensland registry.

Queensland

Level 5, 380 Queen Street, Brisbane
(GPO Box 9943, Brisbane Qld 4001)

Email: brisbane@ssat.gov.au

Tel: (07) 3005 6200

Fax: (07) 3005 6215

Senior Member – Jim Walsh
Deputy Registrar – Robin Harvey

South Australia

Level 12, 45 Grenfell Street, Adelaide
(GPO Box 9943, Adelaide SA 5001)

Email: adelaide@ssat.gov.au

Tel: (08) 8400 4900

Fax: (08) 8400 4999

Senior Member – Sue Raymond
Deputy Registrar – Jacqui Nelson

Tasmania

Level 8, 188 Collins Street, Hobart
(GPO Box 9943, Hobart Tas 7001)

Email: hobart@ssat.gov.au

Tel: (03) 6211 2800

Fax: (03) 6211 2899

Senior Member – Sue Raymond
Deputy Registrar – Jacqui Nelson

Victoria

Level 11, 565 Bourke Street,
Melbourne
(GPO Box 9943, Melbourne
Vic 3001)

Email: melbourne@ssat.gov.au

Tel: (03) 9954 0700

Fax: (03) 9954 0749

Senior Member – Miriam Holmes
Deputy Registrar – Marianne Evans
(acting)

Western Australia

Level 3, 109 St George's Terrace,
Perth

(GPO Box 9943, Perth WA 6001)

Email: perth@ssat.gov.au

Tel: (08) 9229 1300

Fax: (08) 9229 1315

Senior Member – Rhonda Bradley
Deputy Registrar – Peter Smith

National Freecall™ Number

The SSAT provides a national toll
free telephone number –
1800 011 140.

SSAT website

For further information, please
refer to the SSAT's website, at
www.ssat.gov.au

Contact Officer

For enquiries about this Annual
Report, please contact:
Communications Officer
National Office
PO Box 218, Collins Street West
Melbourne Vic 8007
Tel: (03) 8626 4923
Fax: (03) 8626 4949

Additional copies of this Annual Report

Additional copies of this Annual
Report are available from the SSAT
National Office or by contacting your
nearest SSAT registry.

It is also available on the SSAT's
website, at www.ssat.gov.au.

Glossary

AAA	Administrative Arrangements Agreement
AAT	Administrative Appeals Tribunal
AFP	Australian Federal Police
AMS	Appeals Management System
ANAO	Australian National Audit Office
ARO	Authorised Review Officer (Centrelink)
Centrelink	Commonwealth Service Delivery Agency
CSA	Child Support Agency
EAP	Employee Assistance Program
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FOI	Freedom of Information
FTE	Full-time Equivalents
IPS	Information Publication Scheme
NAATI	National Accreditation Authority for Translators and Interpreters Ltd
OH&S	Occupational Health and Safety
PPL	Paid Parental Leave
Secretary, the	Secretary to the Department of Families, Housing, Community Services and Indigenous Affairs; or Secretary to the Department of Education, Employment and Workplace Relations (depending on context)
SSAT	Social Security Appeals Tribunal

Compliance Index

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Review by Principal Member	Mandatory	1-2
Summary of significant issues and developments	Suggested	1-4
Overview of tribunal's performance and financial results	Suggested	1-2
Outlook for following year	Suggested	1-2
Significant issues and developments – portfolio	Portfolio departments – suggested	n/a
Departmental Overview		
Role and functions	Mandatory	5
Organisational structure	Mandatory	6-7
Outcome and program structure	Mandatory	5, 8
Where outcome and program structures differ from PB Statements/PAES or other portfolio statements accompanying any other additional appropriation bills (other portfolio statements), details of variation and reasons for change	Mandatory	n/a
Portfolio structure	Portfolio departments – mandatory	n/a
Report on Performance		
Review of performance during the year in relation to programs and contribution to outcomes	Mandatory	8-16
Actual performance in relation to deliverables and KPIs set out in PB Statements / PAES or other portfolio statements	Mandatory	n/a
Where performance targets differ from the PBS / PAES, details of both former and new targets, and reasons for the change	Mandatory	n/a
Narrative discussion and analysis of performance	Mandatory	8-16
Trend information	Mandatory	8-16
Performance of purchaser / provider arrangements	If applicable, suggested	n/a
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Discussion and analysis of the tribunal's financial performance	Mandatory	10-11
Discussion of any significant changes from the prior year or from budget	Suggested	n/a
Agency resource statement and summary resource tables by outcomes	Mandatory	n/a (please see note on p30)
Developments since the end of the financial year that have affected or may significantly affect the tribunal's operations or financial results in future	If applicable, mandatory	n/a
Management Accountability		
Corporate Governance		
Agency heads are required to certify that their agency comply with the Commonwealth Fraud Control Guidelines.	Mandatory	n/a
Statement of the main corporate governance practices in place	Mandatory	17
Names of the senior executive and their responsibilities	Suggested	6-7
Senior management committees and their roles	Suggested	17
Corporate and operational planning and associated performance reporting and review	Suggested	n/a
Approach adopted to identifying areas of significant financial or operational risk	Suggested	17
Policy and practices on the establishment and maintenance of appropriate ethical standards	Suggested	n/a
How nature and amount of remuneration for SES officers is determined	Suggested	n/a
External Scrutiny		
Significant developments in external scrutiny	Mandatory	17
Judicial decisions and decisions of administrative tribunals	Mandatory	14-16
Reports by the Auditor-General, a Parliamentary Committee or the Commonwealth Ombudsman	Mandatory	17
Management of Human Resources		
Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	Mandatory	17-18
Workforce planning, staff turnover and retention	Suggested	18
Impact and features of enterprise or collective agreements, individual flexibility arrangements (IFAs), determinations, common law contracts and AWAs	Suggested	18
Training and development undertaken and its impact	Suggested	n/a
Occupational health and safety performance	Suggested	46
Productivity gains	Suggested	18
Statistics on staffing	Mandatory	35
Enterprise or collective agreements, IFAs, determinations, common law contracts and AWAs	Mandatory	18, 35
Performance pay	Mandatory	18
Assets management		
Assessment of effectiveness of assets management	If applicable, mandatory	n/a
Purchasing		
Assessment of purchasing against core policies and principles	Mandatory	18
Consultants		
The annual report must include a summary statement detailing the number of new consultancy services contracts let during the year; the total actual expenditure on all new consultancy contracts let during the year (inclusive of GST); the number of ongoing consultancy contracts that were active in the reporting year; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST). The annual report must include a statement noting that information on contracts and consultancies is available through the AusTender website.	Mandatory	18, 36
Australian National Audit Office Access Clauses		
Absence of provisions in contracts allowing access by the Auditor-General	Mandatory	19
Exempt contracts		
Contracts exempt from the AusTender	Mandatory	19

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Other Mandatory Information

Occupational health and safety (section 74 of the Occupational Health and Safety Act 1991)	Mandatory	46
Freedom of information for the period 1 July 2010 to 30 April 2011 inclusive (see terms of subsection 8(1) of the Freedom of Information Act 1982 as it existed prior to 1 May 2011)	Mandatory	43
Advertising and Market Research (Section 311A of the Commonwealth Electoral Act 1918) and statement on advertising campaigns	Mandatory	19
Ecologically sustainable development and environmental performance (Section 516A of the Environment Protection and Biodiversity Conservation Act 1999)	Mandatory	47
Grant programs	Mandatory	19
Disability reporting – explicit and transparent reference to agency level information available through other reporting mechanisms	Mandatory	19
Correction of material errors in previous annual report	If applicable, mandatory	45
List of Requirements	Mandatory	51-53

Access to justice	13, 48	Members	2, 6-7, 10-11, 13, 17-18
Accessibility	13	– list of	31-34
Administrative Appeals Tribunal (AAT)	1, 2, 11, 14-15, 16	National Office	3, 7
Advertising	19	OH&S	17, 46
Application Management System (AMS)	see 'Case management system'	Ombudsman (Commonwealth)	16, 17
Budget	2, 7, 10	Organisational structure	6-7
Business Continuity Plan	4	Outcomes	8-10, 19
Case management system	1, 3, 11, 17, 18	– statistics	40-42
Centrelink	5, 6, 11-12, 14	Outreach	see 'Access to justice'
– AAA	11	Paid Parental Leave	3, 5
– review outcomes	8-9, 40-41	– review outcomes	9, 40
Child Support Agency (CSA)	5-6, 11-12, 14	Pre-hearing conferences	12
Child support review outcomes	9-10, 42	Principal Member	1-2, 6-7, 11, 17
Complaints	2, 16	Productivity	3, 18
Consultants	18, 36	Purchasing	18
Contracts	18, 19	Registrar	3-4, 6-7, 17, 18
Court decisions	14-16	Risk management	17
Deputy Registrars	6-7, 17	Senior Members	6-7, 17, 18
Disability strategy	19	– Assistant Senior Members	6, 17
Employee Assistance Program	46	Service charter	11, 45
Environmental management	47	Single member panels	1, 3, 10, 12, 17
External scrutiny	17	Staff	6, 10-11, 18, 35
FaHCSIA	5, 7, 16	State Registries	3, 6, 17
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Fraud control	19	– Application outcomes	40-42
Freedom of Information	43	– Application processing	37-39
Further reviews and appeals	14-16	– Interpreters	13
Human resources	17-18	– Staffing	35
Internal committees	17	– Single member panels	10
Interpreters	13	– Timeliness	11-12
Jurisdiction	3, 5-6	Timeliness	11-12
Legal services expenditure	44	Training and development	3
		Wellness	17, 46
		Workplace Agreement	18

