



Social Security
Appeals Tribunal

ANNUAL REPORT

2012-13

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Social Security Appeals Tribunal

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7 October 2013

The Hon. Kevin Andrews MP
Minister for Social Services
Parliament House
Canberra ACT 2600

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 2013.

Yours sincerely,

Jane Macdonnell
Principal Member

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CHAPTER 1 | Year in Review

Principal Member's overview

I am pleased to report that during 2012-13, the Social Security Appeals Tribunal (**SSAT**) built on its achievements in the previous reporting period.

The number of applications for review by the SSAT increased slightly in the reporting period (by 1%) to 12,283. However, the average cost of an application for review fell by almost 5% compared to the previous reporting period.

Some applications for review by the SSAT cover multiple decisions. The SSAT reviewed 14,538 decisions in 2012-13 compared with 12,949 decisions in the previous year (an increase of 12% in its productivity). This increase in productivity was largely due to an increase in the number of reviews heard by a single member. Some 86% of all reviews were heard by a single member in the reporting period (compared to 79% in the previous year).

Notably, there was a significant change in the types of decisions which the SSAT was asked to review during the reporting period. There was a 28% increase in applications for review of decisions about disability support pension resulting from statutory amendments which commenced in 2011.

This increase also flowed through to applications for review by the Administrative Appeals Tribunal (**AAT**). Applicants dissatisfied with a decision of the SSAT (other than a decision about child support which does not involve the percentage of care that the parties have of a child) may apply to the AAT. In the previous reporting period, applications for review to the AAT for review of decisions of the SSAT fell by 13%. However, in the reporting period, applications to the AAT rose by 30%. Most of these additional applications were about disability support pension and resulted from the large increase in reviews of such decisions by the SSAT.

The rate at which the AAT affirmed decisions of the SSAT rose (from 75% to 80%). The rate

at which the AAT set aside or varied a decision of the SSAT after a review by the AAT fell (from 6% to 4%). The outcome of a review by the AAT was no different depending on whether the SSAT was constituted by one member or two members.

The SSAT identified only nine cases in the reporting period in which the AAT adopted a different interpretation of the law.

The number of statutory appeals against child support decisions made by the SSAT (and applications for judicial review in relation to such decisions) fell by 17% during the reporting period. The success rate of such appeals and judicial review applications fell to 20% (compared to 27% in the previous year¹).

The SSAT welcomed the amendments to Part VIIA of the *Child Support (Registration and Collection) Act 1988* which clarified a number of issues in relation to review by the SSAT and extended the power of the Principal Member to make non-disclosure orders. In light of those amendments and procedural issues warranting a consistent approach, I exercised the power of the Principal Member to make the *SSAT Child Support Review General Directions 2012*. The amendments and the General Directions commenced on 15 December 2012.

In order to continuously improve the degree to which the SSAT meets its statutory objective of providing a mechanism of review that is fair, just, economical, informal and quick, five goals were identified in the *SSAT's Strategic Plan 2012-14*:

¹The success rate was reported as 30% last year but was 27% due to the SSAT being notified outside the last reporting period of some judgments made in 2011-12.

1. enhancement of skills (members and staff);
2. streamlining the review process;
3. greater engagement (within the SSAT and with community groups);

4. appropriate governance arrangements; and
5. collaboration with other Commonwealth tribunals.

Highlights in 2012-13 in realisation of those five goals include:

- workshops by Professor James Raymond for members on decision-writing;
- installation of a means for members to readily search the SSAT's own decisions;
- enhancements to the SSAT's electronic case management system (**AMS**) including the facility to make applications for review electronically (to commence in late 2013);
- two meetings of the Workplace Consultative Forum newly chaired by the Registrar and attended by a representative of staff of each SSAT registry and of the SSAT's national office;
- increased number of presentations to community groups providing services to persons who are likely to be affected by decisions made under the social security law, with a particular focus on providers of services to Indigenous communities;
- significant progress on development of new internet and intranet sites (to be launched in late 2013);
- replacement of the SSAT logo to better identify the SSAT as part of the Commonwealth civil justice system (to be completed at all sites in September 2013);
- revised focus and membership of internal committees with governance roles;
- collaboration with the other Commonwealth tribunals on common issues.

During the reporting period, the SSAT continued to work with the Department of Human Services (Centrelink) to improve the timeliness and quality of the papers sent by the Department to the SSAT for the purposes of a review. In 2013-14, the SSAT anticipates that Centrelink's papers will

be provided by electronic file transfer resulting in earlier receipt by the SSAT, and reduced costs to the Department and the SSAT.

In late 2012, amendments were made to Schedule 3 to the *Social Security (Administration) Act 1999* which governs the composition of the SSAT and related matters. The titles of membership offices at the SSAT now align with that of other Commonwealth tribunals and the SSAT now has an office of Senior Member to undertake the more complex reviews. Appointments are expected to be made to that office in 2013-14 but without increasing the total number of members.

Each of the SSAT's four Deputy Principal Members is now responsible for the operations of the SSAT in more than one State. In 2012-13, Deputy Principal Member Rhonda Bradley, who has been responsible for the operations of the SSAT in Western Australia since 2009, was also given responsibility for the operations of the SSAT in South Australia.

During the reporting period, the SSAT welcomed the appointments of two full-time members (Ms Kate Buxton and Mr Simon Letch) and two part-time members (Dr Beverley Grehan and Ms Judith Williams) in Queensland, and a part-time member in Victoria (Dr Niall Cain). Shortly after the end of the reporting period, Mr Bruce Harvey was appointed as a Senior Member in South Australia and Ms Irene Tsiakas was appointed as a Deputy Principal Member with responsibility for the operations of the SSAT in Victoria and Tasmania.

At 30 June 2013, the SSAT had 146 members compared to 160 at the end of the previous reporting period. The reduction in membership enables members to hone their skills and knowledge of frequently amended and complex legislation by sitting more frequently. As the majority (85%) of SSAT members are part-time and paid on what is known as a sessional basis in many tribunals, the SSAT is able to align member costs to workload.

In May 2013, the SSAT also welcomed the appointment of Ms Louise Anderson as Registrar of the SSAT. Ms Anderson was a Deputy Registrar of the Federal Court of Australia and brings a wealth of relevant experience and skill to the role.

The notable achievements of the SSAT over the reporting period are due to the commitment of its members and staff. I commend them for it. I would like to thank the Deputy Principal Members (Ms Suellen Bullock, Mr Jim Walsh, Ms Rhonda Bradley and Ms Irene Tsiakas) and the acting Registrar (Mr Dobe Temelkovski) for their assistance to me in the discharge of my statutory responsibilities.

The challenge for the SSAT in 2013-14 is to continue to find ways in which to improve the attainment of its statutory objective within the funding made available to it. Remuneration of members and staff is expected to absorb about 80% of the SSAT's budget. When lease costs of accommodation and equipment together with all other unavoidable costs of fulfilment of the SSAT's statutory function are taken into account, the SSAT has negligible funding for expenses which are sometimes termed "discretionary".

As the SSAT is not an Executive Agency pursuant to the *Public Service Act 1999* (nor a prescribed agency under the *Financial Management and Accountability Act 1997*), the "Requirements for Annual Reports" issued under the former Act do not apply to the SSAT.

However, in preparing this Annual Report, the SSAT has had regard to the "Requirements for Annual Reports" (particularly to the principles underlying annual reporting requirements) and followed those requirements where practicable.

CHAPTER 2 | Overview of the SSAT

Role and functions

Establishment

The Social Security Appeals Tribunal (**SSAT**) was established by Ministerial Instruction in 1975 and by the *Social Security Act 1947* in 1988. The SSAT's existence was continued by the *Social Security Act 1991* and then by the *Social Security (Administration) Act 1999*.

The SSAT's role is to undertake merits review of those decisions in respect of which jurisdiction is conferred on the SSAT. 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.

In carrying out its statutory functions, the SSAT is required to pursue the objective of providing a mechanism of review that is fair, just, economical, informal and quick.

During 2012-13, the SSAT was within the portfolio of the Minister for Families, Community Services and Indigenous Affairs. The Principal Member is required to give the Minister a report of the operations of the SSAT during the year.

Jurisdiction

The SSAT reviews 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 of the Department of Human Services (**DHS**) employed in Centrelink offices. These decisions are referred to in this report as "Centrelink decisions". Except where otherwise indicated in this Annual Report, decisions under the *Paid Parental Leave Act 2010* are included in "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 of DHS employed in offices known as the Child Support Agency. These decisions are referred to in this Annual Report as "child support decisions".

The SSAT cannot review a Centrelink decision 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 child support decision unless that decision has been the subject of an objection and a decision on the objection has been made by the Child Support Registrar (**CSR**). It is not the practice of the CSR 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.

The CSR 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.

Powers

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 CSR (as the case may be) for reconsideration in accordance with any directions or recommendations of the SSAT.

Organisation of the SSAT

Membership

The SSAT consists of its members who are appointed by the Governor-General on a full-time or part-time basis (with the exception of the Principal Member who must be appointed on a full-time basis). Appointments are usually made for a term of five years. Members may be reappointed. Appointments and reappointments usually take effect from 1 January or 1 July each year.

At 30 June 2013, the SSAT comprised the Principal Member, four full-time Deputy Principal Members, three full-time Senior Members, 14 full-time members and 124 part-time members.

Of this total membership, three of the full-time members and three part-time members were appointed in May 2013 (following public advertisement and a merit selection process). Two of these full-time members and two part-time members did not commence before 30 June 2013. The third full-time member resigned from the SSAT on appointment to another tribunal.

One part-time member ceased to undertake the duties of a member of the SSAT in early 2012.

Table 1 Tribunal membership, 30 June 2013

Category of member	Full-time	Part-time	Total	(Women)
Principal Member	1	-	1	(1)
Deputy Principal Members	4	-	4	(3)
Senior Members	3	-	3	(2)
Members	14	124	138	(83)
TOTAL	22	124	146	(89)

The names and qualifications of the members of the SSAT are listed in Appendix 1.

Principal Member

The Principal Member of the SSAT is responsible for the overall operation and administration of the SSAT.

The Principal Member is required to monitor the operations of the SSAT and to take reasonable steps to ensure that decisions of the SSAT are consistent and that the SSAT efficiently and effectively performs its functions. The Principal Member may give directions to increase the efficiency of the operations of the SSAT and as to the arrangement of business of the SSAT.

Deputy Principal Members

Deputy Principal Members assist the Principal Member in the operation and administration of the SSAT. Since July 2012, there have been four Deputy Principal Members responsible respectively for New South Wales and the Australian Capital Territory; Victoria and Tasmania; Queensland and the Northern Territory; and Western Australia and South Australia. Prior to amendment to the *Social Security (Administration) Act 1999* in late 2012, the office of Deputy Principal Member was known as Senior Member.

Table 2 Deputy Principal Members at 30 June 2013

State	Deputy Principal Member
NSW / ACT	Suellen Bullock
VIC / TAS	Irene Tsiakas a/g
QLD / NT	Jim Walsh
WA / SA	Rhonda Bradley

Since 30 June 2013, Irene Tsiakas was appointed to the office of Deputy Principal Member (following public advertisement and a merit selection exercise).

Senior Members

Since the statutory amendments in late 2012 to composition of the SSAT, there have been two Senior Members in New South Wales and one Senior Member in South Australia. The three Senior Members were formerly known as Assistant Senior Members.

Staff

Registrar

The Registrar of the SSAT is not a statutory office and was reclassified to Senior Executive Service Band 1 during the reporting period. Mr Dobe Temelkovski was the acting Registrar until late May 2013 when Ms Louise Anderson transferred to the position from the Federal Court of Australia.

Clause 24 of Schedule 3 to the *Social Security (Administration) Act 1999* stipulates that any staff required to assist the SSAT are to be persons appointed or employed by the Secretary (to the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)) under the *Public Service Act 1999* and made available for that purpose to the SSAT. In practice, employees are engaged in exercise of power delegated by the Secretary to the Registrar.

Staffing information is included as Appendix 2.

Registries

The Registrar is located in the SSAT's National Office in Melbourne. The National Office is responsible for management of 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 SSAT has a registry in the capital city of each State.

The District Registrars report to the Registrar. During the reporting period, one Deputy Principal Member and one District Registrar assumed responsibility for the operations of the SSAT in both Western Australia and South Australia.

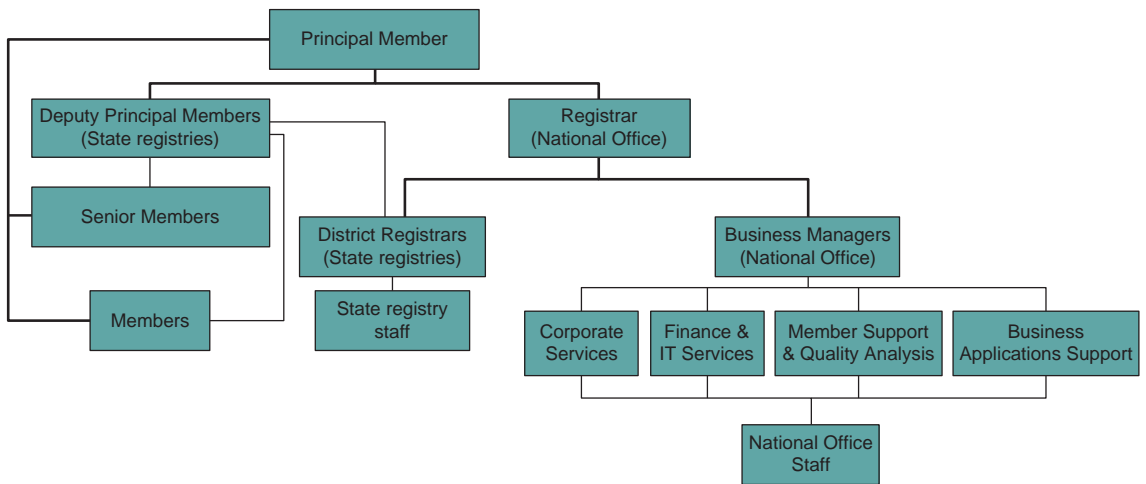
Funding of the SSAT

Funding for the SSAT's operational costs (member remuneration, staff salaries, property, information technology and other administrative expenses) and capital costs is provided from FaHCSIA. The SSAT is subject to annual productivity dividends.

Administrative arrangements

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.

Figure 1 SSAT organisational structure



CHAPTER 3 | Performance

Overview

The SSAT is not an agency for the purposes of the *Financial Management and Accountability Act 1997*. For that reason, the Portfolio Budget Statement does not contain an “outcome” for the SSAT.

The SSAT’s output is the finalisation of applications for review.

Some applications seek review of more than one decision. Most applications for review by the SSAT are finalised by a hearing.

The SSAT finalised more applications for review than it received during the year.

The total number of applications for review made to the SSAT in 2012-13 was 129 (1%) more than in 2011-12.

Table 3 Applications by type, 2012-13

	Centrelink	Paid parental leave	Child support	Total
Applications received	10,199	113	1,971	12,283
Applications finalised	10,389	123	1,900	12,412
Decisions reviewed*	12,507	131	1,900	14,538

*Applications may seek review of more than one decision.

Outcomes of applications for review

The outcomes of applications for review are summarised below, and the outcomes for the previous two years are included to allow comparison.

Centrelink reviews (excluding paid parental leave)

The SSAT received 10,199 applications for review of Centrelink decisions in 2012-13. This is a small increase (2%) over the number of applications received in the previous reporting period.

But for the increase in applications for review relating to disability support pension, there would have been a decrease of 7.5% in applications for review by the SSAT compared to the previous year.

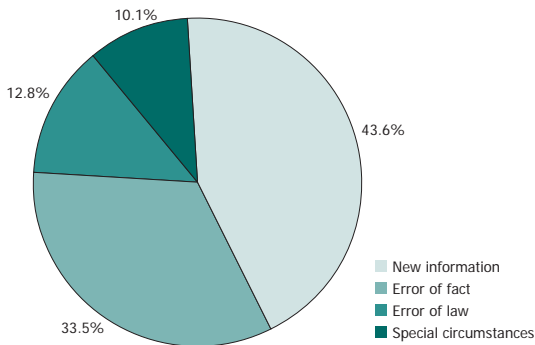
Table 4 Outcomes of Centrelink reviews

Applications for review of Centrelink decisions	2010-11	2011-12	2012-13
Applications received	9,849	9,988	10,199
Applications finalised	9,777	9,530	10,389
Decisions reviewed*	11,697	10,633	12,507
Decisions affirmed [^]	55%	55%	60%
Decisions varied/set aside [^]	26%	23%	21%
Not reviewable / withdrawn / dismissed [^]	19% ¹	22% ²	20% ³
On hand at 30 June	1,385	1,745	1,585

* Some applications in this jurisdiction include more than one decision. [^] Figures are given as a percentage of decisions of which review sought (rather than of applications for review). ¹ Not reviewable 8%; withdrawn 8%; dismissed 3%. ² Not reviewable 10%; withdrawn 8%; dismissed 4%. ³ Not reviewable 4%; withdrawn 4%; dismissed 12%. Since statutory amendments in late 2012, the SSAT can dismiss an application if the decision is not reviewable. This has resulted in an increase of dismissals but a decrease in the number of decisions recorded as having been finalised as “no jurisdiction” in Appendix 4.

The percentage of decisions affirmed by the SSAT (60%) increased from the previous reporting period (55%). The increase is due to the rise in the number of decisions about disability support pension which are affirmed since changes were made to the qualification for that payment in 2011.

Figure 2 Reasons for change of Centrelink decisions



Paid parental leave (PPL) reviews

The SSAT received 113 applications for review of PPL decisions by claimants.

The SSAT finalised 131 reviews of PPL decisions during the reporting period and affirmed the reviewable decision in 75% of the reviews.

Child support reviews

The SSAT received 1,971 applications for review of child support decisions in 2012-13, a decrease of 4% on applications received in the previous reporting period.

The SSAT finalised almost as many applications (1,900) as it received.

Table 5 Outcomes of PPL reviews

Applications for review of PPL decisions	2010-11	2011-12	2012-13
Applications received	15	106	113
Applications finalised	4	87	123
Decisions affirmed [^]	100%	76%	75%
Decisions changed (varied/set aside) [^]	0	6%	11%
Not reviewable / withdrawn / dismissed / not categorised [^]	0	18% ¹	14% ²
On hand at 30 June	11	24	13

[^] Figures are given as a percentage of decisions reviewed.

¹ Not reviewable 5%; withdrawn 13%.

² Not reviewable 1%; withdrawn 4%; dismissed 9%.

Table 6 Outcomes of child support reviews

Applications for review of child support decisions	2010-11	2011-12	2012-13
Applications received	2,526	2,060	1,972
Applications finalised	2,500	2,227	1,900
Decisions affirmed [^]	25%	24%	24%
Decisions changed (varied/set aside) [^]	39%	40%	41%
Not reviewable / withdrawn / dismissed [^]	37% ¹	36% ²	35% ³
On hand at 30 June	622	414	423

[^] Figures are given as a percentage of decisions reviewed.

¹ Not reviewable 12%; withdrawn 10%; dismissed 15%.

² Not reviewable 19%; withdrawn 10%; dismissed 7%.

³ Not reviewable 13%; withdrawn 6%; dismissed 16%.

The percentage of decisions affirmed by the SSAT (24%) is consistent with previous years. The slight fall in the number of applications for review which were withdrawn or dismissed (because the decision was not reviewable or for one of the other grounds in subsection 100(1) of the *Child Support (Registration and Collection) Act 1988*) resulted in the slight increase in the percentage of decisions which were varied or set aside.

Figure 3 Reasons for change of child support decisions

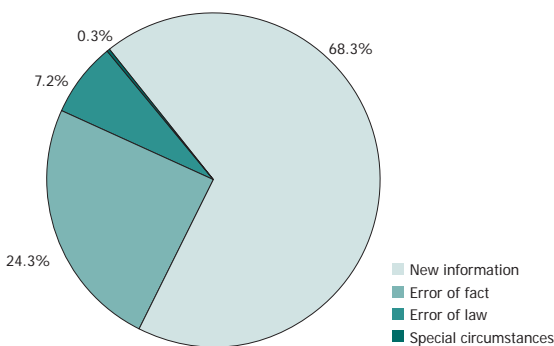


Figure 3 shows the main reasons why the SSAT varied or set aside decisions of the Child Support Registrar.

The main reason why decisions were not reviewable by the SSAT was that the applicant had not lodged an objection to the decision so that there had been no review of the decision

by the Child Support Registrar. Of the remaining decisions which were not reviewed by the SSAT, the application in respect of those decisions was withdrawn by the applicant or dismissed by the SSAT. Reasons for dismissal include the failure of the applicant and the other party to respond to correspondence from the SSAT or failure to attend a scheduled hearing.

Performance measures and results

The SSAT's objective, as set out in the *Social Security (Administration) Act 1999* is to provide a mechanism of review that is fair, just, economical, informal and quick.

Economy

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 of the SSAT's operations.

In addition to its base funding, funding is allocated to the SSAT for the estimated number of reviews which it will receive as a result of new policy. The net increase of \$966,000 (3.4%) in the SSAT's funding for 2012-13 was less than the annual increases in the remuneration of members (determined by the Remuneration Tribunal) and of staff (under the *Social Security Appeals Tribunal (SSAT) Enterprise Agreement 2012 to 2014*) and in non-employee related costs.

The SSAT was able to operate within its funding of \$28,924,000 due mainly to the decrease in the number of applications for review of child support decisions and a reduction in the number of members and staff.

Further information regarding the SSAT's operating costs is contained in the Financial Statements which commence at page 26. Excluding unfunded depreciation, the SSAT had an operating surplus (\$1,493,757).

Cost of a review

The SSAT's cost per application for review is calculated by dividing the SSAT's expenditure of \$27,493,223 (excluding depreciation) by the number of applications finalised (12,412). The result is \$2,215 per application for review (which is a 4.4% decrease compared to 2011-12).

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 finalised without a hearing.

The method also results in a substantial understatement of the costs of applications for review of decisions about child support (particularly of decisions on applications for a determination to depart from administrative assessment), which consume much more time from both SSAT members and staff than most Centrelink decisions.

While most reviews of Centrelink decisions are heard by a single member, the SSAT is often constituted by two members for reviews of child support decisions involving an application for departure from administrative assessment (which made up 49% of child support applications for review in 2012-13). A directions hearing (**DH**) is also usual in such reviews. As most members of the SSAT are part-time members, who are paid a daily fee for reviews, such reviews cost the SSAT at least 3.5 times the cost of the average Centrelink review in members' fees.

In early 2012, the Department of Human Services (Centrelink) tested and refined a new approach to the provision of relevant documents to the SSAT for the purposes of a review. That approach was progressively introduced in 2012-13. The Department has continued to work on ways to improve its provision of relevant documents to the SSAT. The SSAT is hopeful that the Department will be able to provide the relevant documents electronically in 2014. A reduction in document handling and in the number of cases in which incomplete documentation has been provided to the SSAT will improve the cost of reviews.

Timeliness

The SSAT must pursue a mechanism of review that is quick (among other things).

The Secretary of the Department of Human Services must "send" the Principal Member a statement about the decision under review, and the documents which are relevant for the purposes of the review, within 28 days of receipt of the SSAT's notification of receipt of the application for review.

In reviewing a decision, the SSAT is required to act as speedily as proper consideration of the review allows. The SSAT must give its reasons for decision within 14 days of making the decision.

Table 7 Performance against time standards

Step	Standard	2010-11	2011-12	2012-13
Acknowledgement letter to applicant	5 days	100%	100%	100%
Receipt of documents from DHS (Centrelink) ¹	28 days	N/A	97%	99%
Receipt of documents from the Child Support Registrar ¹	28 days	N/A	74%	96%
Receipt of documents to pre-hearing conference (PHC)/DH in child support review	2 weeks ²	N/A	4.6	3.6
PHC/DH to hearing (child support reviews) ³	6 weeks	N/A	8.9	7.5
Receipt of documents to hearing (Centrelink reviews)	2 weeks ²	N/A	5.9	4.4
Last day of hearing/date of receipt of further material to making of decision (child support reviews)	1 week	N/A	1.39 ⁴	0.42
Last day of hearing/date of receipt of further material to making of decision (Centrelink reviews)	1 week	N/A	0.05 ⁴	0.04
Making of decision to giving reasons for decision	14 days	>99%	>99%	>99%
Registration to finalisation (Centrelink)	10 weeks	7.7	8.2	8.3
Registration to finalisation (Child support)	15 weeks	12.3	14.2	12.7

¹ The Secretary must “send” the documents within 28 days. The SSAT previously reported the average number of days for receipt of the documents which suggested (wrongly) that documents were being received within 28 days in all cases.

² These are the minimum times for steps in a review in which the applicant (and any other party) is ready to proceed and fully complies with any directions. The PHC is now known as a directions hearing (DH) following statutory amendments which commenced on 15 December 2012.

³ This time can be abridged if the parties fully comply with directions given at the DH.

⁴ In the SSAT’s Annual Report 2011-12, these times wrongly included the time taken to give reasons for the decision.

Until 2011-12, it was the SSAT’s practice to measure time from the date of registration of an application for review to the date of finalisation for any reason. However, this practice did not reflect the average time taken where an application is finalised by a decision of the SSAT made at or after a hearing. The inclusion of the substantial number of applications which are finalised without a hearing (most commonly because the decision is not reviewable by the SSAT) results in an average time from registration to finalisation which is less than the average time from registration to finalisation after a hearing.

Also, the consequences of including applications finalised without a hearing, in the calculation of the average time from the date of registration to the date of finalisation, is that a change in the percentage of applications which are finalised without a review affects the average time.

However, the number of finalisations without a review in the reporting period was not materially changed.

Measuring time from the date of registration to the date of finalisation in child support cases overstates the actual time taken by the SSAT in those cases in which a statutory appeal is successful and the matter is remitted to the SSAT, or an application for review is withdrawn but the other party successfully applies for reinstatement.

The SSAT is continuing to review its timeliness standards and how those standards should be measured. Earlier receipt of relevant documents from the Department of Human Services and the more frequent delivery of oral decisions would enable reviews to be completed more quickly.

Informality

In reviewing a decision, the SSAT is not bound by legal technicalities, legal forms or rules of evidence.

The SSAT conducts its hearings in rooms which do not have the formality of a court room. Changes were made to hearing rooms in the previous year to give effect to recommendations made by the Australian Federal Police to improve security for members and parties.

SSAT members elicit evidence by asking questions of applicants and any other parties. The Secretary and Child Support Registrar do not participate in hearings unless ordered by a delegate of the SSAT Principal Member to provide oral submissions. Such orders are made infrequently and such participation 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

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 child support reviews, it is common for a party to object to the other parent being given a copy of his or her material. The *SSAT Child Support Review General Directions 2012* require that a copy of a relevant document given to the SSAT by a party be given to the other party but permit a party to request the SSAT not to disclose information in a document. The request must be refused if withholding the information from the other party could adversely affect the fairness of the review.

A copy of documents obtained by the SSAT in exercise of powers of the SSAT Principal Member must also be given to the parties to a child support review but require the obliteration

Figure 4 Deputy Principal Member Jim Walsh with Indigenous case manager Shaylene Graham, showing a typical hearing room in operation.



Photo: Stu Riley

of some information in all cases (such as tax file numbers and certain other numbers) and further information (such as a party's residential address and other contact details if there is a family violence order to protect that party or the information is not publicly available and there is a history of family violence).

The SSAT ensures that the parties to a child support review get an equal opportunity to present their case at the hearing irrespective of whether one of the parties is legally represented.

Where necessary to afford 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 SSAT engaged an interpreter on 674 occasions at a cost of \$175,319 in the reporting period compared to \$167,851 in the previous year. The most common languages in which interpreting services were required were Arabic, Mandarin and Turkish. Interpreting was also provided in AUSLAN for hearing impaired parties.

Table 8 Interpreter statistics 2012-13

Registry	Interpreters used	Cost
ACT	2	\$484
NSW	460	\$111,207
NT	1	\$482
QLD	20	\$9,649
SA	36	\$8,752
TAS	8	\$2,365
VIC	128	\$37,481
WA	19	\$4,899
TOTAL	674	\$175,319

Justice

Access to justice

The SSAT seeks to improve access to justice through activities and meetings intended to raise awareness of the availability of review by the SSAT and to assist DHS to continually improve the quality of decision-making. During 2012-13, the SSAT particularly focussed on presentations to providers of services to Indigenous persons in light of the low number of applications for review by the SSAT from persons identifying as Indigenous.

A list of access to justice activities by the SSAT is at Appendix 10.

The SSAT is redeveloping its internet site with the objective of better informing prospective applicants of the way in which the SSAT conducts a review.

During the reporting period, Legal Aid NSW collaborated with the SSAT on a pilot advice service to parties seeking review of Centrelink decisions whereby a duty lawyer attends the SSAT's premises in Sydney each Tuesday morning to provide legal advice. Appointments for the service are made through the SSAT which must receive authorisation from the party to make available the hearing papers to the duty lawyer. The authorisation is necessary because a hearing by the SSAT is private and the SSAT's file is not accessible by a non-party (unlike most courts and tribunals). Due to the limited availability of the legal aid service, the SSAT notifies persons most in need of advice of that service. In this respect, the SSAT follows the approach of courts under *pro bono* legal assistance schemes.

In 2013-14, the SSAT will invite legal aid bodies in other States to provide a similar service from its premises.

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

In addition to its hearings in all capital cities, the SSAT held hearings in Newcastle, Wollongong, Taree and Bunbury.

The SSAT also held hearings via video conference with parties in Alice Springs, Albury, Atherton, Ballina, Batemans Bay, Biloela, Bowen, Bundaberg, Byron Bay, Cairns, Cannonvale, Casino, Casuarina, Coffs Harbour, Cootamundra, Cowra, Dalby, Darwin, Dubbo, Elizabeth, Forster, Geraldton, Gladstone, Gosford, Goulburn, Grafton, Griffith, Gympie, Harvey, Hay, Hervey Bay, Ingham, Innisfail, Kalgoorlie, Kempsey, Kingaroy, Lightning Ridge, Lismore, Mackay, Maryborough, Mount Gambier, Nambour, Narrandera, Orange, Port Douglas, Port Macquarie, Rockhampton, Tamworth, Taree, Townsville, Wagga, Warwick, Wauchope, Wellington, Widgee, Yeppoon and Young.

Apart from facilitating access to the legal aid duty lawyer in Sydney, the SSAT does not arrange legal assistance but provides details of community legal centres to those seeking legal assistance.

Correct and 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.

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 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.

Further merits review – Centrelink decisions

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 Administrative Appeals Tribunal (**AAT**). Having fallen by 13% in 2011-12, the number of applications for review by the AAT of decisions of the SSAT rose by 30% in 2012-13.

Most of the increase in applications for review by the AAT involved disability support pension and flowed from the large increase in applications to the SSAT for review of decisions about disability support pension (28%).

As Table 9 shows, the percentage of decisions of the SSAT which are varied or set aside on review by the AAT fell in the reporting period.

Some applications for review by the AAT involve multiple decisions by the SSAT (for example, multiple overpayments) but are counted as one decision because they form part of one application for review by the AAT.

In such cases, if the AAT varies or sets aside and remits one of the multiple decisions made by the SSAT to the Secretary for further consideration but affirms the rest of the decisions by the SSAT included in the application for review, the outcome of the review by the AAT is recorded as if all of the SSAT’s decisions covered by the particular application for review were varied or set aside.

This situation most commonly arises where the application for review by the AAT covers multiple overpayments. The AAT may vary the period of one overpayment or the Secretary may ask that one decision be remitted to him for further consideration in light of something which has emerged since the SSAT decision. In such cases, the AAT affirms the rest of the SSAT’s decisions covered by the application for review but the case is recorded as if the SSAT made only one decision and that decision was varied or set aside. For that reason, the statistics in Table 9 understate the number of decisions of the SSAT which are affirmed by the AAT.

Table 9 Applications to the AAT for review of SSAT decisions in Centrelink cases

Number and outcomes of applications to the AAT	2010-11	2011-12[^]	2012-13^{^^}
Number of applications to the AAT	1,649	1,435	1,874
Applications finalised by the AAT	1,834	1,433	1,684
Decisions varied/set aside by consent (as % of total applications finalised)	21%	21%	16%
Decisions affirmed on review ¹ (as % of Centrelink decisions reviewed)	68%	75%	80%
Decisions varied/set aside on review ¹ (as % of Centrelink decisions reviewed)	32%	25%	20%
Decisions varied/set aside on review ¹ (as % of total applications finalised)	7%	6%	4%

Source: AAT.

[^] Includes 3 applications for review of PPL decisions (which were withdrawn or dismissed).

^{^^} Includes 20 applications for review of PPL decisions (which were withdrawn or dismissed).

¹ "On review" means by a decision of the AAT other than a decision by consent.

Of the 81 decisions of the SSAT which the AAT varied or set aside (after review) in the reporting period, the SSAT has identified nine of those decisions as involving an error in interpretation or application of the law by the SSAT. Those nine decisions amount to 2% of the 398 decisions of the SSAT reviewed by the AAT.

In the remainder of the cases in which the AAT set aside or varied a decision of the SSAT (after review), 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, the applicant or the Secretary frequently obtain further medical evidence for the purposes of the review by the AAT.

In 2011-12, the SSAT reported that it received no information about its decisions which were varied or set aside by the AAT with the consent of the parties. On occasions, applicants for review by the SSAT of decisions about debts have told the SSAT that they have sought review by the SSAT for the sole purpose of being able to apply for review by the AAT where they expect Centrelink will reduce the debt. In the reporting period, there was an increase in the number of applications for review by the AAT of decisions about debts (11%).

In early 2013, the President of the AAT put in place a procedure whereby if the Department of Human Services conceded that the SSAT made an error of law, the Department would lodge a statement of error of law with the proposed consent orders and a copy of that statement would be given to the SSAT. To date, the SSAT has not received such a statement.

Further merits review – child support (care percentage)

The decision of the SSAT on the review of most child support 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.

Additionally, if the Principal Member refuses to grant an extension of time to apply for a review of a child support decision, the applicant has the right to apply to the AAT for review of this decision. The Principal Member has delegated this power to full-time members of the SSAT.

Table 10 shows the outcome of applications to the AAT for review of decisions of the SSAT

about the percentage of care in relation to child support, and for review of refusals by a delegate of the Principal Member of an extension of time in which to seek review by the SSAT of a child support decision.

Table 10 Applications to the AAT for review of SSAT decisions in child support cases

AAT Applications	Extension of time decisions			Percentage of care decisions		
	2010-11	2011-12	2012-13	2010-11	2011-12	2012-13
Applications to the AAT for review of SSAT child support decisions	17	10	3	28	27	27
Applications finalised by the AAT	13	15	4	36	26	32
- SSAT decision affirmed	4	4	1	11	7	1
- SSAT decision varied/set aside	2	3	2	10	6	8
- SSAT decision withdrawn or dismissed	7	8	1	15	13	23

Source: AAT.

Judicial review – child support

In the reporting period, statutory appeals were filed in the Family Court of Australia, the Federal Circuit Court of Australia and the Federal Magistrates Court of Australia (as the Federal Circuit Court was previously known) against 35 of the SSAT’s decisions and in the Family Court of Western Australia against three of the SSAT’s decisions. This was a fall of 18% in the number of statutory appeals against decisions of the SSAT (following a fall of 35% in the previous year).

Proceedings were also commenced in the Federal Circuit Court against a decision made by a delegate of the Principal Member.

In the reporting period, the Federal Magistrates Court and the Federal Circuit Court finalised 36 appeals and set aside six decisions of the SSAT (which were made prior to the reporting period). Four of the decisions were set aside with the consent of the parties. The Family Court of Western Australia finalised one appeal and set aside the decision of the SSAT.

The Magistrates Court in Western Australia finalised two appeals (transferred to it from the Family Court of Western Australia) and set aside the decision of the SSAT in one case but gave

no reasons for doing so. In the other case, the Magistrates Court varied the decision of the SSAT to “provide that each of the parties have liberty to apply to the SSAT to vary the said decision”.

The percentage of statutory appeals which resulted in the decision of the SSAT being set aside fell to 20% (from 27% in the previous year). The remainder of the statutory appeals were dismissed, discontinued or withdrawn.

Table 11 Statutory appeals and judicial review applications

Number and outcomes of statutory appeals and judicial review (JR) applications	2010-11[^]	2011-12	2012-13
Number of appeals & applications to the FamCA or FMCA	64	43	35
Number decided by the FamCA or FMCA/FCCA	53	48	36
Number discontinued or dismissed	36	40	31
Number allowed by consent	9	0	4
Number allowed after a hearing	8	13 (15 ^{^^})	2
Number and outcomes of statutory appeals (WA)			
Number of appeals to the Family Court of WA (FCWA)	2	3	3
Appeals finalised by the FCWA or Magistrates Court WA	2	3	3
Appeals allowed by the FCWA or Magistrates Court WA	0	0	2
Success rate of appeals & JR applications all courts	30%	25% (27% ^{^^^})	20%

[^] The Child Support Registrar did not take any part in three of the 17 appeals in which the SSAT's decision was set aside. The figures differ from those reported in 2010-11 due to outcomes notified to the SSAT after that reporting period.

^{^^} One statutory appeal involved six decisions of the SSAT made over the period 2007 to 2010. Three of these decisions were set aside.

^{^^^} Calculated by counting the statutory appeal covering six decisions as six appeals and therefore the number of appeals & JR applications to the FMCA as 56 appeals.

The material errors of law which the SSAT was found to have made were:

- The SSAT took into account an irrelevant consideration when it had regard to the terms of an agreement, in making a finding that the child was being educated in the manner expected by his parents for the purposes of subparagraph 117(2)(b)(ii) of the *Child Support (Assessment) Act 1989*, because the agreement did not meet the statutory requirements for a binding child support agreement: *Stark & Sherman & Anor (SSAT Appeal)* [2012] FMCAfam 1184.
- The SSAT made a departure determination under Part 6A of the *Child Support (Assessment) Act 1989* in respect of a period for which it had no jurisdiction: *Ahern & Ahern & Anor (SSAT Appeal)* [2013] FCCA 436. The Child Support Registrar has appealed against this judgment.
- The SSAT did not afford the applicant procedural fairness where both parties were

directed to attend the hearing in person but, due to registry error, the applicant was later told to attend by telephone. The Court held that the applicant was “denied the opportunity to present his case: in the manner originally nominated by the tribunal as being appropriate; in his preferred manner; and in the manner afforded to the other party.”: *Hofmann and Redding* [2012] FCWA 84.

- In referring to but not discussing or considering a court order made after the hearing but prior to its decision, the SSAT failed to take into account a “relevant factor” in considering whether to refuse to credit a non-agency payment in “the circumstances of the particular case”, for the purposes of section 71D of the *Child Support (Registration and Collection) Act 1988*.
- In deciding for the purposes of section 98E of the *Child Support (Assessment) Act 1989* whether it was satisfied that the issues raised by the application for a departure determination

were too complex to be dealt with under Part 6A of that Act, the SSAT was required to treat the “fact of a complicated property matter that was pending determination” by the Court as a “relevant factor”.

- In determining whether the ground for departure from administrative assessment existed under subparagraph 117(2)(c)(ii) of the *Child Support (Assessment) Act 1989*, the SSAT was not precluded from considering a property order which made no reference to child maintenance pursuant to section 66R of the *Family Law Act 1975*.
- In finding that the making of a particular departure determination would increase the child support arrears payable by the liable parent, the SSAT made “an erroneous finding of such magnitude that it goes to the very jurisdiction which it purports to exercise rendering its decision unreasonable” because implementation of the SSAT’s decision resulted in the carer parent having been overpaid child support.

Of the eight matters remitted by a court to the SSAT during 2012-13, one was withdrawn by the applicant for review; five matters were reheard by the SSAT; one matter was still subject to review at the end of the reporting period; and the rehearing of one matter has been deferred by the SSAT pending the outcome of the appeal by the Child Support Registrar.

Of the matters remitted to the SSAT during 2011-12, one matter remains deferred pending the judgment of the Full Court of the Family Court of Australia on the appeal by the Child Support Registrar.

Service and complaints

The registries received 147 complaints during the reporting period.

Most complaints were about decisions made by the SSAT to which District Registrars or Deputy Principal Members responded by reiterating the

avenues for further review available to a person dissatisfied with a decision of the SSAT. Some of the complaints were answered by the Principal Member.

The National Office received 24 complaints. Most of these complaints were also about decisions of the SSAT and some complainants had already received a response from Deputy Principal Members that the SSAT would not (and could not) change its decision.

The SSAT also received complaints that a party to a child support review had breached a non-disclosure direction made by the Principal Member (or a delegate of the Principal Member) under the *Child Support (Registration and Collection) Act 1988*. In most cases, it was apparent that what was alleged to have been disclosed was not a breach of the direction. FaHCSIA investigates any *prima facie* breaches of non-disclosure directions.

CHAPTER 4 | Management and Accountability

Governance

The Principal Member is responsible for the overall management and administration of the SSAT.

Each State registry is led by a Deputy Principal Member and a District Registrar. The Deputy Principal 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 Deputy Registrar – Tribunal Services, the District Registrars, and the Business Managers (located in the National Office) to develop nationally consistent procedures and adopt best practice in resource management.

The Principal Member, Deputy Principal Members and the Registrar comprise the SSAT's leadership group and meet monthly (mostly by means of teleconference).

Members of the leadership group also chair or participate in committees responsible for specific issues or projects.

The SSAT's Strategic Plan 2012-2014 is Appendix 11 to this report.

Committees

The Training Committee is composed of two Deputy Principal Members and the Manager of Member Support and Quality Analysis and it plans continuing education activities for members.

The SSAT has a Health and Safety Committee whose primary focus is fulfilment of the functions prescribed for such a committee by the *Work Health and Safety Act 2011*. The membership of the committee was changed in the reporting period to include a Deputy Principal Member.

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

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

During the reporting period, the SSAT consulted with FaHCSIA about management of risk and decided to replace its Risk Review and Compliance Committee with an Audit and Risk Committee with a different focus preferably chaired by an independent person who also chairs a like committee for a Commonwealth tribunal or court.

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 2012-13.

The outcomes of reviews of decisions of the SSAT are addressed in Chapter 3.

Human resource management

Employer of staff

Staff required to assist the SSAT are engaged by the Secretary of FaHCSIA under the *Public Service Act 1999* and made available to the SSAT in accordance with clause 24 of Schedule 3 to the *Social Security (Administration) Act 1999*. In practice, employees are engaged by the Registrar in exercise of power delegated by the Secretary.

Profile of staff

The number of employees at the SSAT, their gender and other equal employment opportunity data, and salary ranges is set out in Appendix 2.

The full-time equivalent of staff at 30 June 2013 was 91.56 (including three persons on long term paid leave) compared to 91.77 (which included five persons on long term paid leave) at 30 June 2012.

Workforce planning, staff retention and turnover

DHS' provision of the papers relevant to a review, rather than of files from which SSAT staff must extract relevant papers, means that the SSAT is able to recruit from a broader pool of applicants.

No senior SSAT staff (Executive Level) left the SSAT during the reporting period. Staff turnover (exclusive of expiry of non-ongoing contracts) was 7%.

Workplace arrangements

The *Social Security Appeals Tribunal (SSAT) Workplace Agreement 2009-12* was in force at the beginning of the reporting period as the current enterprise agreement had not been approved at 30 June 2012.

About 90% of SSAT staff voted (93% in favour) on the *Social Security Appeals Tribunal (SSAT) Enterprise Agreement 2012 to 2014* which was made with the Secretary of FaHCSIA and approved by Fair Work Australia on 14 September 2012.

The Agreement delivered a 3% increase in remuneration in return for commitment to the effective implementation of the following productivity initiatives:

- achievement of a consistent Australia-wide approach to SSAT operations;
- review and update of SSAT manuals, policies and procedures;
- reduction in the number of standard letters used by case managers;
- enhancement of the Application Management System (**AMS**) to achieve higher productivity; and
- creation and maintenance of a culture of continuous process improvement.

No member of staff is eligible for performance pay under the Agreement. The Agreement permits the Secretary to employ staff under individual flexibility arrangements. Five members of staff are employed under such arrangements.

The Agreement delivered enhanced non-salary benefits to staff (such as increased allowances for extra roles like first aid officer, greater flexibility in leave provisions and an expansion of leave counting as service for superannuation purposes).

The staff consultation mechanism was revised. There were two meetings of the Workplace Consultative Forum, chaired by the Registrar, during the reporting period.

During the reporting period, the Secretary of FaHCSIA made available an SES Band 1 position to the SSAT for the office of Registrar. The Secretary determined the remuneration and other terms and conditions of the employment of the appointee under subsection 24(1) of the *Public Service Act 1999*.

Training and development

Enhancement of skills of staff is a goal in the SSAT's Strategic Plan for 2012-14.

To date, none of the staff at the SSAT has been included in any of FaHCSIA's training or leadership development activities. The SSAT is hopeful that, in 2013-14, FaHCSIA will offer places on such activities to staff at the SSAT.

Since 2005, the SSAT has been party to a Memorandum of Understanding (**MOU**) with other large Commonwealth merits review tribunals which required the tribunals to consult about joint training activities and programs and offering training places where appropriate.

This MOU was replaced in late 2012 with an MOU on Learning and Development. The Commonwealth Tribunals Learning and Development Committee operates under the MOU and the SSAT's training officer is a member of that Committee, as well as the Australasian Committee of Court Education.

Through those Committees, staff from courts and other tribunals attended training run or hosted by the SSAT on various topics. SSAT staff attended training hosted by the AAT on generic topics which included "Work, health and safety and risk management".

In addition to such training, SSAT staff attended external training activities covering a broad range of topics such as:

- Privacy and Freedom of Information
- Prevention and management of bullying, harassment and discrimination
- Business analysis and project management
- Communicating, influencing and presentation skills
- Specialist software and IT application skills

The priority for internal training was changes to work processes necessitated by statutory amendments and the *SSAT Child Support Review General Directions 2012* which commenced in December 2012, and enhancements to AMS.

Work health and safety (WHS) performance

The SSAT did not have any claims for workers' compensation during the reporting period.

In 2011-12, the Secretary of FaHCSIA commissioned a comprehensive audit of the WHS systems of FaHCSIA and portfolio bodies to assess legislative compliance against:

- senior management leadership and commitment;
- planning active involvement of each individual in the workplace;
- effective communication through consultation;
- provision of appropriate information, education and training;

- hazard identification, risk assessment and risk control; and
- health and safety management information systems.

The audit reviewed the SSAT's WHS framework against *AS/NZS 4801:2001 Occupational Health and Safety Management Systems Standard*. After visits to the SSAT's National Office and registries in Sydney, Melbourne and Adelaide, the auditors reported in 2012-13 that the SSAT had a mature WHS framework and that staff interviewed were acutely aware of WHS.

The *Social Security Appeals Tribunal (SSAT) Enterprise Agreement 2012 to 2014* replicated provisions in the *FaHCSIA Enterprise Agreement 2012-14* whereby the SSAT Workplace Wellbeing Agreement is the primary mechanism for work health and safety management at the SSAT. The SSAT considers that this new mechanism satisfies the audit recommendations to enhance the SSAT's WHS framework.

Due to the Secretary of FaHCSIA being the employer of staff at the SSAT and provider of funding to the SSAT, complex issues have arisen as to who are "officers of the Commonwealth" (as that expression is defined in the *Work Health and Safety Act 2011* (the **WHS Act**)) in respect of workers at the SSAT. Nevertheless, as an emanation of the Commonwealth, the SSAT is committed to taking all reasonably practicable steps to ensure the health, safety and wellbeing of its members and staff while at work.

Design of the SSAT's new premises in Brisbane and refitted premises in Sydney gave effect to recommendations made by the Australian Federal Police (**AFP**).

Figure 5 View of reception and waiting area in the SSAT's Brisbane premises.



Photo: Stu Riley

During the reporting period, the SSAT engaged the AFP to undertake a full security risk review of the SSAT. In July 2013, the AFP assessed the SSAT as having now reached an optimum level of compliance with the core policies and mandatory requirements for the *Protective Security Policy Framework* for its type of operation.

With the SSAT's collaboration, Comcare has been undertaking an audit of the SSAT's work health and safety management systems. This audit was not completed during the reporting period.

During the reporting period, the SSAT appointed and trained several diversity and harassment contact officers, consulted all workers on the replacement of the SSAT's policy "with courtesy and respect and without harassment" and engaged a facilitator to run workshops on preventing and responding to bullying. These workshops will be completed in August 2013.

The SSAT is not required to report on the matters set out in clause 4(2) of Schedule 2 to the WHS Act because it is not an "agency" for the purposes of the *Financial Management and Accountability Act 1997 (the FMA Act)* and not a "public authority" as that expression is defined in the WHS Act. However, the SSAT has included such a report, in the same format used by FaHCSIA in 2011-12, as Appendix 5.

Productivity gains

The SSAT brought the leadership of its WA and SA registries together under one Deputy Principal Member and one District Registrar.

Work commenced on an electronic lodgement facility to be implemented in early 2013-14.

A significant take up of this option by applicants should result in an efficiency gain.

During 2013-14, the SSAT will conduct a post-implementation review of AMS and will also assess the impact of DHS' revised approach to the provision of documents to the SSAT.

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 procurement contracts.

The SSAT paid 92% of its accounts (99.6% by value) by electronic funds transfer with the remaining 8% (0.4% by value) paid by cheque.

Consultants

The SSAT employed consultants to undertake work requiring specialist or professional expertise not available internally. Most consultants were engaged via open tender, or restricted tender based on previous good dealing.

During 2012-13, eight new consultancy contracts were entered into involving total actual expenditure of \$354,000.

In addition, nine ongoing consultancy contracts were active during the 2012-13 year, involving total actual expenditure of \$898,000. The total cost of consultants in 2012-13 under all contracts was \$1.252 million (GST inclusive).

Figure 6 Professor James Raymond conducting a workshop on decision-writing for SSAT members.

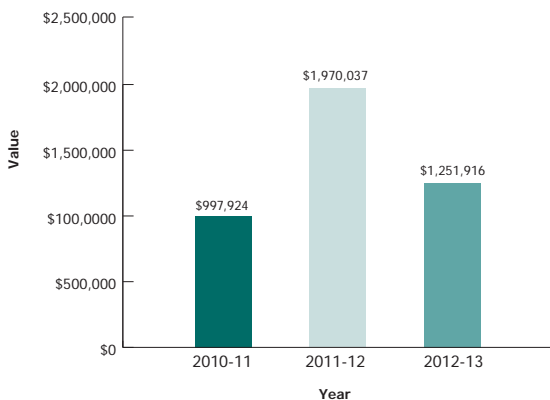


Photo: Bruce Peebles Photography

The majority of consultancy expenses were for services in relation to AMS, IT platform migration and development of a new intranet and internet (to be launched in 2013-14).

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.

Figure 7 SSAT consultancy expenditure



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*.

Other information

As the SSAT is not a prescribed agency under the FMA Act, this report does not include an agency resource statement or Fraud Control Certificate.

As the SSAT is also not a “public authority” (as that expression is defined in the WHS Act), the SSAT is not required to include the matters listed in clause 4 of Schedule 2 of the WHS Act in its annual report. However, information regarding matters of that kind is included in Appendix 5.

Advertising and market research

As the SSAT is not an agency within the meaning of the *Public Service Act 1999*, section 311A of the *Commonwealth Electoral Act 1918* does not apply to the SSAT.

However, no advertising campaigns were undertaken by the SSAT in 2012-13. There was no expenditure on market research, polling or direct mail organisations.

The SSAT placed advertisements in major newspapers for applications for appointment as a Deputy Principal Member in Melbourne, Senior Member in Adelaide, full-time member in Brisbane, (medically qualified) part-time member in Brisbane and Melbourne, and Registrar.

Environmental performance reporting

The information required by section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* is included in Appendix 6.

Care reporting

The SSAT is not a public service care agency as defined in section 4 of the *Care Recognition Act 2010*.

Grants

The SSAT does not make any grants.

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 have no longer been required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by a new National Disability Strategy 2010-2020 which sets out a ten year national policy framework to improve the lives of people with disability, promote participation and create a more inclusive society. A high level two-yearly report will track progress against each of the six outcome areas of the Strategy and present a picture of how people with disability are faring. The first of these reports will be available in 2014, 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.

Freedom of Information

Agencies subject to the *Freedom of Information Act 1982* (the **FOI Act**) are required to publish information 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. Each agency must publish certain information on its website in accordance with the IPS requirements. Information about the SSAT's IPS plan is available online at <http://www.ssat.gov.au/information-publication-scheme>.


FINANCIAL STATEMENTS | FINANCIAL STATEMENT DECLARATION

The attached financial statements for the year ended 30 June 2013 are unaudited.

However, the SSAT financial statements form part of FaHCSIA's consolidated financial statements. These statements are audited by the Australian National Audit Office and an opinion is provided by the auditor on whether, as a whole:

- the FaHCSIA financial statements are prepared in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, including the Australian Accounting Standards; and
- they give a true and fair view of the matters required by the Finance Minister's Orders.

In my opinion, the SSAT has prepared the financial statements on the same basis as the FaHCSIA audited financial statements. The financial statements 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.



Louise Anderson
Registrar

SOCIAL SECURITY APPEALS TRIBUNAL STATEMENT OF COMPREHENSIVE INCOME

for the period ended 30 June 2013

	Notes	2013 \$'000	2012 \$'000
EXPENSES			
Employee benefits	3A	20,775	21,429
Supplier	3B	6,616	5,987
Depreciation and amortisation	3C**	1,986	1,765
Finance costs	3D	13	19
Write-down and impairment of assets	3E	82	-
Losses from asset sales	3F	6	26
Other expenses	3G	183	55
Total expenses		29,661	29,281
LESS			
OWN-SOURCE INCOME			
Own-source revenue			
Sale of goods and rendering of services	4A	225	153
Total own-source revenue		225	153
Gains			
Sale of assets	4B	20	2
Total gains		20	2
Total own source income		245	155
Net costs of services		29,416	29,126
Revenue from Government	4C	28,924	27,958
Deficit attributable to the Australian Government		(492)	(1,168)
Total comprehensive loss attributable to the Australian Government	**	(492)	(18,148)

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

SOCIAL SECURITY APPEALS TRIBUNAL BALANCE SHEET

as at 30 June 2013

	Notes	2013 \$'000	2012 \$'000
ASSETS			
Financial Assets			
Cash and cash equivalents	5A	76	57
Trade and other receivables	5B	18,680	16,124
Total financial assets		18,756	16,181
Non-Financial Assets			
Land and buildings	6A	6,490	6,865
Property, plant and equipment	6B	835	1,015
Intangibles	6C	3,358	3,027
Total non-financial assets		10,683	10,907
Total assets		29,439	27,088
LIABILITIES			
Payables			
Suppliers	7A	1,787	739
Other payables	7B	3,101	3,409
Total payables		4,888	4,148
Provisions			
Employee provisions	8A	4,000	4,169
Other provisions	8B	673	623
Total provisions		4,673	4,792
Total liabilities		9,561	8,940
Net assets		19,878	18,148
EQUITY			
Contributed equity		14,642	13,571
Reserves		5,728	5,745
Retained earnings		(492)	(1,168)
Total equity		19,878	18,148

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

SOCIAL SECURITY APPEALS TRIBUNAL CASH FLOW STATEMENT

for the period ended 30 June 2013

	Notes	2013 \$'000	2012 \$'000
OPERATING ACTIVITIES			
Cash received			
Sale of goods and rendering of services		240	-
Appropriations		26,299	30,865
Net GST received		872	880
Total cash received		27,411	31,745
Cash used			
Employees		20,934	20,881
Suppliers		6,668	6,171
Total cash used		27,602	27,052
Net cash from operating activities	9	(191)	4,693
INVESTING ACTIVITIES			
Cash used			
Purchase of property, plant and equipment		1,507	3,734
Purchase of intangibles		523	1,904
Total cash used		2,030	5,638
Net cash from investing activities		2,030	5,638
FINANCING ACTIVITIES			
Cash received			
Departmental capital budget		2,240	-
Total cash received		2,240	-
Net cash from financing activities		2,240	-
Net increase in cash held		19	(945)
Cash and cash equivalents at the beginning of the reporting period		57	1,002
Cash at the end of the reporting period	5A	76	57

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

NOTES TO FINANCIAL STATEMENTS

for the period ended 30 June 2013

Note 1: Summary of Significant Accounting Policies

The financial statements are general purpose financial statements and are required by section 49 of the *Financial Management and Accountability Act 1997*.

The financial statements have been prepared in accordance with:

- a) Finance Minister's Orders (**FMOs**) for reporting periods ending on or after 1 July 2011, which includes approved exemptions for the ABA and ATSIILA under Division 17 approved exemptions; and
- b) Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board that apply for the reporting period.

The financial statements have been prepared on an accrual basis and are in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

Unless an alternative treatment is specifically required by an accounting standard or the FMOs, assets and liabilities are recognised in the balance sheet when and only when it is probable that future economic benefits will flow to SSAT or a future sacrifice of economic benefit will be required and the amounts of the assets or liabilities can be reliably measured.

Unless alternative treatment is specifically required by an accounting standard, income and expenses are recognised in the statement of comprehensive income when and only when the flow, consumption or loss of economic benefits has occurred and can be reliably measured.

Certain comparative amounts have been reclassified or adjusted to conform with the current year's presentation.

There are minor changes in the Statement of Comprehensive Income and in Notes 3A, 3B, 8A and 8B.

Note 2: Events After the Reporting Period

There were no post balance date events that need to be disclosed in the financial statements.

	2013 \$'000	2012 \$'000
Note 3: Expenses		
Note 3A: Employee Benefits		
Wages, salaries and members' sitting fees	17,501	17,536
Superannuation:		
Defined contribution plans	1,493	1,297
Defined benefit plans	1,222	1,061
Leave and other entitlements	497	1,186
Separation and redundancies	62	349
Total employee benefits	20,775	21,429
Note 3B: Supplier		
Goods and services		
Consultants & contractors	237	326
Stationery	78	87
IT and communication	2,563	1,808
Travel and accommodation	268	262
Motor vehicle expenses	29	14
Building expenses	347	323
Training	162	76
Recruitment	81	47
Other	504	596
Total goods and services	4,269	3,539
Goods and services are made up of:		
Provision of goods - external parties	302	292
Rendering of services - related entities	95	101
Rendering of services - external parties	3,872	3,146
Total goods and services	4,269	3,539
Other supplier expenses		
Operating lease rentals - external parties:		
Minimum lease payments	2,347	2,448
Total other supplier expenses	2,347	2,448
Total supplier expenses	6,616	5,987

	2013 \$'000	2012 \$'000
Note 3: Expenses (continued)		
Note 3C: Depreciation and Amortisation		
Depreciation:		
Property, plant and equipment	396	495
Total depreciation	396	495
Amortisation:		
Leasehold improvements	1,398	1,238
Intangibles:		
Computer Software	192	32
Total amortisation	1,590	1,270
Total depreciation and amortisation	1,986	1,765
** Please note: The SSAT does not receive funding for Depreciation and Amortisation Expense. This is the result of the revised net cash appropriation arrangements introduced from 2010-11, whereby asset replacement is now funded through a capital appropriation rather than the Departmental operating appropriation. This expenditure does however need to be included in SSAT's Statement of Comprehensive Income which in turn results in an operating deficit. Excluding this depreciation expense would result in a surplus of \$1.494M which reflects the true position of SSAT for 2012-13.		
Note 3D: Finance Costs		
Unwinding of discount	13	19
Total finance costs	13	19
Note 3E: Write Down and Impairment of Assets		
Asset write-downs and impairments from:		
Impairment of property, plant and equipment	36	-
Revaluation decrement - plant and equipment	46	-
Total write-down and impairment of assets	82	-
Note 3F: Losses from Asset Sales		
Property, plant and equipment:		
Carrying value of assets sold	6	26
Total losses from assets sales	6	26
Note 3G: Other Expenses		
Change in estimate of makegood provision	182	55
Foreign exchange loss-non speculative	1	-
Total other expenses	183	55

	2013 \$'000	2012 \$'000
Note 4: Income		
OWN-SOURCE REVENUE		
Note 4A: Sale of Goods and Rendering of Services		
Rendering of services - external parties	225	153
Total sale of goods and rendering of services	225	153
GAINS		
Note 4B: Sale of Assets		
Property, plant and equipment		
Proceeds from sale	20	2
Net gain from sale of assets	20	2
REVENUE FROM GOVERNMENT		
Note 4C: Revenue from Government		
Appropriations:		
Departmental appropriations	28,924	27,958
Total revenue from Government	28,924	27,958
Note 5: Financial Assets		
Note 5A: Cash and Cash Equivalents		
Cash on hand	6	6
Cash at bank	70	51
Total cash and cash equivalents	76	57
Note 5B: Trade and Other Receivables		
Goods and services:		
Goods and services - related entities	18	9
Goods and services - external entities	69	63
Total receivables for goods and services	87	72
Appropriations receivable:		
For existing programs	18,445	15,820
Total appropriations receivable	18,445	15,820

	2013 \$'000	2012 \$'000
Note 5: Financial Assets (continued)		
Other receivables:		
GST receivable from the Australian Taxation Office	99	177
Other	49	55
Total other receivables	148	232
Total trade and other receivables (gross)	18,680	16,124
Less impairment allowance account:		
Goods and services	-	-
Total impairment allowance account	-	-
Total trade and other receivables (net)	18,680	16,124
Receivables are expected to be recovered in:		
No more than 12 months	18,680	16,124
Total trade and other receivables (net)	18,680	16,124
Note 6: Non-Financial Assets		
Note 6A: Land and Buildings		
Leasehold Improvements:		
Fair value	6,542	8,583
Accumulated amortisation	(464)	(3,291)
Assets under construction	412	1,573
Total leasehold improvements	6,490	6,865
Total land and buildings	6,490	6,865
Note 6B: Property, Plant and Equipment		
Other property, plant and equipment:		
Fair value	909	2,389
Accumulated depreciation	(74)	(1,374)
Total other property, plant and equipment	835	1,015
Total property, plant and equipment	835	1,015

2013	2012
\$'000	\$'000

Note 6: Non-Financial Assets (continued)

Revaluations of non-financial assets

All revaluations were conducted in accordance with the revaluation policy stated at Note 1. On 30 June 2013, an independent valuer conducted the revaluations. A revaluation increment totalling \$0.017 million (2012: (\$0.065) million) was debited to the asset revaluation surplus by asset class and included in the equity section of the balance sheet. This included \$0.007 million for IT equipment (2012: Nil), (\$0.002) million for furniture and fittings (2012: Nil) and \$0.012 million for leasehold improvements (2012: (\$0.065) million). \$0.046 million were expensed (2012: Nil).

Note 6C: Intangibles

Computer software:

Internally developed - in progress	880	3,008
Internally developed - in use	2,678	283
Accumulated amortisation	(200)	(264)
Total computer software	3,358	3,027
Total intangibles	3,358	3,027

Note 7: Payables

Note 7A: Suppliers

Trade creditors and accruals	1,787	739
Total suppliers payables	1,787	739

Suppliers payables expected to be settled within 12 months:

Related entities	2	6
External entities	1,785	733
Total	1,787	739
Total suppliers payables	1,787	739

Note 7B: Other Payables

Salaries and wages	259	257
Superannuation	45	41
Lease Incentive	1,794	2,161
Operating leases straight-lining	740	725
Other	263	225
Total other payables	3,101	3,409

	2013 \$'000	2012 \$'000
Total other payables are expected to be settled in:		
No more than 12 months	1,395	1,536
More than 12 months	1,706	1,873
Total other payables	3,101	3,409

Note 8: Provisions

Note 8A: Employee Provisions

Leave	4,000	4,169
Total employee provisions	4,000	4,169

Employee provisions are expected to be settled in:

No more than 12 months	1,080	1,146
More than 12 months	2,920	3,023
Total employee provisions	4,000	4,169

Note 8B: Other provisions

Provision for restoration obligations	673	623
Total other provisions	673	623

Other provisions are expected to be settled in:

No more than 12 months	27	104
More than 12 months	646	519
Total other provisions	673	623

SOCIAL SECURITY APPEALS TRIBUNAL CASH FLOW RECONCILIATION

for the period ended 30 June 2013

2013	2012
\$'000	\$'000

Note 9: Cash Flow Reconciliation

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

Cash and cash equivalents as per:

Cash flow statement	76	57
Balance sheet	76	57
Difference	-	-

Reconciliation of net cost of services to net cash from operating activities:

Net cost of services	(29,416)	(29,126)
Add revenue from Government	28,924	27,958

Adjustments for non-cash items

Depreciation/amortisation	1,986	1,765
Net write down of non-financial assets	82	0
Gains on disposal of assets	(20)	(2)
Loss on disposal of assets	6	26
Change in estimate for makegood provision	182	55

Changes in assets/liabilities:

Increase/(decrease) in net receivables	(2,556)	2,778
(Increase)/decrease in employee provisions	(169)	404
Increase/(decrease) in supplier payables	1,048	652
Increase/(decrease) in other provisions	50	183
(Increase)/decrease in other payables	(308)	-

Net cash from operating activities	(191)	4,693
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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 2012-13 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 2013

National Office

PRINCIPAL MEMBER

Jane Macdonnell BA, LLB (Hons) Full-time

Australian Capital Territory

Meredith Boroky BA (Hons), LLB, LLM Part-time

Keith Horsley MBBS, MPubAdmin Part-time

Wayne Mitchell Part-time

Frances Staden BA (Hons), BPhil Part-time

New South Wales

DEPUTY PRINCIPAL MEMBER

Suellen Bullock BSocStud Full-time

SENIOR MEMBER

Glynis Bartley BSocWk, LLB, GradCertLegPrac Full-time

SENIOR MEMBER

Karen Peacock LLB (Hons), BSocSc Full-time

Diana Benk

DipLaw, GradDipLegPrac, FANZCN – Acc Spec
Mediation, GradCertMediation,
ProfCert Arbitration, Advanced Diploma
Financial Services & CIP, GradDipInsurance,
GradDipTaxation

Jean Cuthbert LLM, LLB Full-time

Gary Richardson BEc, LLB, GradDipLegPrac Full-time

Kate Timbs

BA, LLB, CertBusStud (IR), GradDipLegPrac Full-time

David Barker MCouns, BSocWk Part-time

Angela Beckett

BLegStud (Hons), GradDipLegPrac, BA (Hons),
Diploma in Child Psychiatry, MCLinPsych Part-time

Linda Blue

GradDipLegPrac, LLB (Hons), BSocSc Part-time

Timothy Bohane MB BS, MRACP, FRACP Part-time

Moira Brophy DipLaw, GradDipLegPrac Part-time

Tina Bubutievski

BEc, LLB (Hons), GradDipLegPrac,
CertIV Training & Assessment Part-time

Emeritus Professor Terry Carney

LLB (Hons), DipCrim, PhD Part-time

Erika Cornwell

BSW, Diploma of Family Therapy Part-time

Jenny D'Arcy BCom, LLB Part-time

Jane Deamer BSocStud, LLB Part-time

Kruna Dordevic

BA, BSocWk, LLB (Hons 1), GradDipLegPrac Part-time

Kathryn Edmonds LLB, GradDipLegPrac, BA Part-time

Martin Glasson

BAgr, MB BS (Hons), FRCS, FRACS Part-time

Adam Halstead CPol, AssocDegLaw, MLLP Part-time

Honorary Associate Professor

Michael Horsburgh Part-time

BA, DipSocWk, MSocWk, ThD

Penelope Hunter BA, LLB Part-time

William Kennedy

LLB (Hons), BA (Hons), DipEc Part-time

Maxine Lacey

BA, GradDipEd, MA (Counselling), Part-time

BLegPrac, GradDipLegPrac,
Professional Certificate in Arbitration

Deborah Laver BSocWk Part-time

Julia Leonard Part-time

Advanced Diploma in Community
Service Management

Susan Lewis LLB, BA, PTC Part-time

Andrea Mant MBBS, MA, MD, FRACGP Part-time

Sally Mayne BA, DipEd, LLB, DipLegPrac Part-time

Jillian Moir Part-time

BA (Hons), LLB, GradDipLegPrac, BSc (Psych)

Gregory Pearson BCom, LLB Part-time

Anna Popova MBBS, FRANZCP Part-time

Linda Rogers BSocWk, LLB, GradCertLegPrac Part-time

Kim Rosser MA, LLB, LLM (Hons) Part-time

Paul Ryan BBus (Acc/Ec) Part-time

Angela Smith DipAcc Part-time

Robin Taylor MBBS, MPH, FAFPHM, MBA Part-time

Gregory Tillet BA(Hons), PhD Part-time

Northern Territory

Heather King

BA (Social Work), Part-time

GradDip Human Service Practice

Ken Ross BA (Hons), BSocAdmin Part-time

Queensland

DEPUTY PRINCIPAL MEMBER

Jim Walsh LLB, GradCertMgt Full-time

Kate Buxton LLB Full-time

Matthew King LLM, GradDipLegPrac Full-time

Simon Letch Full-time

BBus (Accountancy), LLB (Hons), GradDipLegPrac

Kaarina Ammala BA, LLB Part-time

Matt Amundsen BA, LLB	Part-time	Joanne Bakas	Part-time
Jane Bishop	Part-time	GradDipLegPrac, LLB, BBus, GDipEd, BA	
BA, BSc (Psych), LLB (Hons), DipMental Health Nursing, GradDipLegPrac		Steven Cullimore MA (Cantab.)	Part-time
Alexandra Bordujenko MBBS, MPH, FAFPHM	Part-time	Bronte Earl BSc	Part-time
Alex Byers BSc, BA (Hons), LLB	Part-time	Julie Forgan	Part-time
Jennifer Cavanagh MBBS, FRACGP	Part-time	BEC, GradCert in Public Sector Management, GradCert Clinical Education	
Glen Cranwell	Part-time	Mark Fuller MBBS, BA	Part-time
GradDipBusAdmin, LLB, LLM, BSc		Stavros Georgiadis	Part-time
Professor John Devereux	Part-time	BSc, LLB, GDLP, Master of Conflict Management, DipEd, GradDipSocSc (Rehab), GradCert in Mediation, Professional Certificate in Arbitration	
BA, LLB (Hons), DPhil, Graduate Diploma in Military Law		Marten Kennedy	Part-time
Neil Foster BA, LLB, GradCertArts	Part-time	BA, LLB (Hons), GradDipLegPrac	
David Gillespie BCom, LLB, LLM	Part-time	Donna Lambden BSocWk (Hons), MSocWk	Part-time
Jocelyn Green BA	Part-time	Kate Millar BSocWk, LLB (Hons)	Part-time
Beverley Grehan ^	Part-time	Jennifer Strathearn BSocWk, LLB (Hons)	Part-time
MBBS, Master of Health Administration		Bruce Swanson	Part-time
Tina Guthrie LLB (Hons)	Part-time	MBBS, BSc, BEc (Hons), MHA, FRACMA	
Patricia Hall MSocWk, BSocWk	Part-time	Yvonne Webb	Part-time
Debra Harris LLB	Part-time	LLB, GradCertLegPrac, Professional Certificate in Arbitration & Mediation, GradCertHRMgt, GradDipEd, DipT(Sec)	
Peter Jensen LLB	Part-time	Allison Windsor MBBS, MPH	Part-time
Paul Kanowski BA, LLB (Hons), LLM	Part-time		
Robert King	Part-time	Tasmania	
BA, DipEd, MA (Clin Psych), PhD, FAPS		Christhilde Breheny	Full-time
David McKelvey LLB (Hons), LLM	Part-time	BSc (Hons), BSocWk (Hons), PhD	
Cathy-Ann McLennan	Part-time	Kim Barker	Part-time
LLM (Litigation and Dispute Resolution), LLB, Qualified Mediator		BA, DipEd, GradCert Counselling and Development, MAICD	
Bryan Pickard BCom, BLegStud, LLM	Part-time	Michelle Baulch	Part-time
Stephen Pozzi BVSc, MBBS	Part-time	GradDipBusAdmin, GradDipLegPrac, BEc, LLB	
Luis Prado	Part-time	Lynne Cretan BMedSc, MBBS	Part-time
MBBS, FRACGP, FRACMA, FCHSM, FAAQHC, GradDipSPMed		Kay Rodda	Part-time
Virginia Ryan BA, LLB	Part-time	Andrea Schiwy BCom	Part-time
Annette Sheffield MSocAdmin, BSocWk	Part-time		
Rosemary Stafford MBBS	Part-time	Victoria	
Susan Trotter LLB, BCom	Part-time	DEPUTY PRINCIPAL MEMBER a/g	
Patrick White BA, LLB, DipLegPrac	Part-time	Irene Tsiakas LLB	Full-time
Judith Williams ^	Part-time	Troy Barty LLB	Full-time
LLB (Hons), Accredited Mediator		Fiona Hewson MALP, BA	Full-time
South Australia		John Longo GradDipLegPrac, LLB, BA (Hons)	Full-time
SENIOR MEMBER a/g		Inge Sheck	Full-time
Bruce Harvey BSc	Full-time	Robyn Anderson BCom	Part-time
Barbara Johns ^ ^ ^	Full-time	William Appleton MBBS (Hons), FRACMA	Part-time
LLB (Hons), GradDipLegPrac			

Stephen Bertram MBAcc, GradDipBusMgt, BBA, DipBusAcc, DipFS, FCPA, RTA, Approved SMSF Auditor	Part-time	Stephanie Brakespeare BA, GradCertPubPolicy, IAMA Certificate in Mediation	Part-time
Wendy Boddison LLM, LLB	Part-time	William Budiselik	Part-time
Annette Brewer BEC, LLB, Accredited Family Law Specialist	Part-time	BAppSc (Social Work), GradDipBusAdmin, PhD, MIAMA	
Niall Cain MBBS, FRACP, FRCP (Edinburgh), FCCP	Part-time	Anne Donnelly MBBS, GradDipHlthAdmin	Part-time
Neill Campbell LLM, GradDip Practical Legal Training, LLB, BA	Part-time	Robert Fitzgerald PSM BPsych (Hons), PhD (Psych)	Part-time
Amanda Ducrou BA, LLB, MBA	Part-time	Susan Hoffman BA (Hons), Master of Leadership, PhD	Part-time
Margaret Fowler BA, BSocWk, LLB	Part-time	Michael Jones MB, ChB, D(obst) RCOG	Part-time
Elaine Geraghty	Part-time	Christine Kannis BJuris, LLB, BCom	Part-time
Anne Grant BJuris, LLB	Part-time	Maxina Martellotta	Part-time
Helen Grutzner LLB (Hons), BA	Part-time	BJuris (Hons), LLB (Hons), The Practitioner's Certificate in Mediation (IAMA)	
Tamara Hamilton-Noy BA (Hons), LLB, M Public & International Law	Part-time	Professor Julie Quinlivan	Part-time
Peter Higgins GradDipTech, Chartered Accountant (Fellow), Certified Financial Planner	Part-time	MBBS, PhD, FRANZCOG	
Stephen Lewinsky MBBS, GradDip Musculoskeletal Medicine	Part-time	Mark Woodacre GDipPA, GradDipEd, BA	Part-time
Christopher Main MBBS, FRACGP	Part-time		^ Member appointed during 2012-13 but did not commence before 30 June 2013.
Geoffrey Markov MBBS, FRACP	Part-time		^^ Member ceased to sit at the SSAT in early 2011 but has not resigned.
Jack Nalpantidis BBehavSc, BSocWk, MBA	Part-time		^^^Member resigned after 30 June 2013.
Paul Noonan BA, BBusAcc	Part-time		
Clare-Maree O'Brien BJuris, LLB	Part-time		
Sophia Panagiotidis BA, DipCommunity Development, DipTeaching	Part-time		
Aruna Reddy MBBS, FRANZCP	Part-time		
Robert Richards DipBus (Acc), CPA	Part-time		
Harry Schwarz BA, MBBS, MPH	Part-time		
Alison Smith BA (Hons), LLB	Part-time		
David Stevens Council of Legal Education course for articled clerks	Part-time		
Andrea Treble BA, LLB, MPoILaw, PhD	Part-time		
Kenneth Warren BBus, CPA	Part-time		

Western Australia

DEPUTY PRINCIPAL MEMBER

Rhonda Bradley BA, LLB (Hons), IAMA Certificate in Mediation	Full-time
Rosetta Petrucci LLM (Merit), LLB (Hons), MBus, BBus, CTA, FCPA, AIAMA	Full-time
Karen Barrett-Lennard BSocWk, Certificate in Training and Assessment	Part-time

Appendix 2 | SSAT staffing as at 30 June 2013

Employment by gender and registry at June 30 2013

APS Classification	Male	Female	NO*	NSW	QLD	SA	VIC/TAS^	WA	Total
APS1	1	2	0	2	0	1	0	0	3
APS2	1	9	0	3	3	0	3	1	10
APS3	0	2	2	0	0	0	0	0	2
APS4	14	32	2	14	7	6	13	4	46
APS5	1	1	2	0	0	0	0	0	2
APS6	10	11	11	4	1	2	2	1	21
EL1	3	7	5	1	1	1	1	1	10
EL2	4	1	5	0	0	0	0	0	5
SES Band 1	0	1	1	0	0	0	0	0	1
Total	34	66	28	24	12	10	19	7	100

* National Office

^ 2 staff in Tas; 17 staff in Vic

Equal employment opportunity data at June 30 2013

Description	
ATSI	1
NESB	16
PWD	4
Total APS staff	100

ATSI – Aboriginal and Torres Strait Islander

NESB – non-English-speaking background

PWD – people with disabilities

Note: The data in this table is based in part on information voluntarily provided by staff.

Employment status at 30 June 2013

Classification	Salary Range	Ongoing	Non-ongoing	Full-time	Part-time	IFAs^
APS 1	\$42,851 - \$47,218	1	2	1	2	0
APS 2	\$49,405 - \$53,775	6	4	8	2	0
APS 3	\$57,051 - \$61,497	3	0	1	2	0
APS 4	\$63,718 - \$68,163	41	4	36	9	0
APS 5	\$71,188 - \$74,234	2	0	2	0	0
APS 6	\$76,972 - \$85,189	21	0	21	0	2
EL 1	\$89,299 - \$102,660	9	1	7	3	1
EL 2	\$111,122 - \$128,471*	5	0	5	0	2

*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.

^ Individual Flexibility Agreements.

During the reporting period, the Registrar's remuneration was set by the Secretary of FaHCSIA, paid by FaHCSIA and included in SES remuneration in the Notes to FaHCSIA's financial statements.

Appendix 3 | Application processing statistics

CENTRELINK

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	TOTAL
Net lodged to 30 June 2013	214	3,179	38	2,231	945	353	2,573	666	10,199
Finalised	205	3,344	30	2,157	947	345	2,669	692	10,389
On hand at 1 July 2013:	43	515	10	351	141	66	374	85	1,585
awaiting statement	15	167	5	86	46	21	118	26	484
awaiting appointment	9	100	1	54	29	16	48	10	267
awaiting hearing	9	161	4	182	48	23	117	35	579
adjourned	3	32	0	12	3	2	37	3	92
awaiting notification	7	55	0	17	15	4	54	11	163
Total decisions reviewed:	247	3,746	37	2,627	1,183	437	3,447	783	12,507
Set aside	52	667	1	360	392	79	706	136	2,393
Varied	6	49	2	79	13	8	16	17	190
Affirmed	157	2,311	20	1,639	575	266	2,006	490	7,464
Total decisions reviewed at hearing	215	3,027	23	2,078	980	353	2,728	643	10,047
No jurisdiction	6	138	0	113	41	13	178	36	525
Withdrawn	6	151	2	76	38	10	136	20	439
Dismissed	20	430	12	360	124	61	405	84	1,496
Total decisions finalised without hearing	32	719	14	549	203	84	719	140	2,460
2011-12									
Set aside rate 1 (%) [^]	23.5%	19.1%	8.1%	16.7%	34.2%	19.9%	20.9%	19.5%	20.7%
Set aside rate 2 (%) ^{^^}	27.0%	23.7%	13.0%	21.1%	41.3%	24.6%	26.5%	23.8%	25.7%

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

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

PPL

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	TOTAL	
Net lodged to 30 June 2013	6	49	0	17	9	0	20	12	113	
Finalised	5	58	0	17	9	0	24	10	123	
On hand at 1 July 2013:	1	4	0	3	1	0	2	2	13	
awaiting statement	0	2	0	1	1	0	1	1	6	
awaiting appointment	0	0	0	0	0	0	0	1	1	
awaiting hearing	1	1	0	2	0	0	1	0	5	
adjourned	0	0	0	0	0	0	0	0	0	
awaiting notification	0	1	0	0	0	0	0	0	1	
Total decisions reviewed:	5	61	0	18	10	0	26	11	131	
Set aside	0	2	0	2	3	0	5	1	13	
Varied	0	0	0	0	1	0	0	1	2	
Affirmed	2	50	0	14	6	0	18	8	98	
Total decisions reviewed at hearing	2	52	0	16	10	0	23	10	113	
No jurisdiction	0	0	0	2	0	0	0	0	2	
Withdrawn	0	4	0	0	0	0	1	0	5	
Dismissed	3	5	0	0	0	0	2	1	11	
Total decisions finalised without hearing	3	9	0	2	0	0	3	1	18	
2011-12										
Set aside rate 1 (%) [^]	0%	3%	0%	11%	40%	0.0%	19.2%	18.2%	11.5%	5.6%
Set aside rate 2 (%) ^{^^}	0%	4%	0%	13%	40%	0.0%	21.7%	20.0%	13.3%	6.8%

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

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

CHILD SUPPORT

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	TOTAL
Net lodged to 30 June 2013	52	506	3	520	116	74	445	255	1,971
Finalised	47	493	3	518	118	70	418	233	1,900
On hand at 1 July 2013:	7	127	0	78	27	18	107	59	423
awaiting statement	4	35	0	15	14	2	19	20	109
awaiting appointment	0	25	0	8	1	0	5	1	40
awaiting hearing	2	48	0	45	11	13	61	35	215
adjourned	1	10	0	5	0	3	12	0	31
awaiting notification	0	9	0	5	1	0	10	3	28
Total decisions reviewed	47	493	3	518	118	70	418	233	1,900
Set aside	14	183	0	174	51	35	160	64	681
Varied	6	15	0	42	3	1	6	28	101
Affirmed	13	124	0	107	23	20	108	63	458
Total decisions reviewed at hearing	33	322	0	323	77	56	274	155	1,240
No jurisdiction	4	59	1	70	10	3	53	32	232
Withdrawn	4	35	0	27	15	0	36	6	123
Dismissed	6	77	2	98	16	11	55	40	305
Total decisions finalised without hearing	14	171	3	195	41	14	144	78	660
2011-12									
Set aside rate 1 (%) [^]	42.6%	40.2%	0	41.7%	45.8%	51.4%	39.7%	39.5%	41.2%
Set aside rate 2 (%) ^{^^}	60.6%	61.5%	0	66.9%	70.1%	64.3%	60.6%	59.4%	63.1%
62.9%									

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

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

Appendix 4 | Application outcomes

CENTRELINK

	AGE	AUS	CA	CP	CCB	DSP	FTB	MAA	MOB	NSA	PP	PA	PB	PES	RA	SA	SPB	YA	Other	Total	
Applications received	2012-13	775	182	199	261	32	4,404	746	0	33	1,743	459	7	91	59	41	77	567	433	10,199	
	2011-12	980	207	344	217	83	3,446	773	0	26	1,801	535	5	38	46	34	45	136	614	658	9,988
	2010-11	1,045	240	406	233	84	2,951	860	2	32	1,653	690	11	113	52	0	47	84	734	610	9,849
% of total	2012-13	7.6%	1.8%	2.0%	2.6%	0.3%	43.2%	7.3%	0.0%	0.3%	17.1%	4.5%	0.1%	0.9%	0.6%	0.9%	0.4%	0.8%	5.6%	4.2%	100%
	2011-12	9.8%	2.1%	3.4%	2.2%	0.8%	34.5%	7.7%	0.0%	0.3%	18.0%	5.4%	0.1%	0.4%	0.5%	0.3%	0.5%	1.4%	6.1%	6.6%	100%
	2010-11	10.6%	2.4%	4.1%	2.4%	0.9%	30.0%	8.7%	<0.1%	0.3%	16.8%	7.0%	0.1%	1.1%	0.5%	0.0%	0.9%	7.5%	6.2%	100%	
Decision outcomes 2012-13:																					
Set aside	216	57	41	62	13	658	323	0	2	529	176	1	10	12	14	8	18	177	76	2,393	
Varied	25	9	4	8	2	35	34	0	2	32	16	0	1	3	3	2	0	10	4	190	
Affirmed	546	91	189	176	44	3,164	594	0	22	1,393	323	8	89	39	57	30	64	330	304	7,463	
No Jurisdiction	49	12	5	20	5	130	83	0	3	101	32	0	5	7	8	3	4	33	29	529	
Withdrawn	47	10	7	7	4	112	59	0	8	87	34	1	2	8	6	2	3	29	13	439	
Dismissed	75	22	39	44	18	350	146	0	4	467	72	2	7	13	12	6	10	115	91	1,493	
Total reviewed*	2012-13	958	201	285	317	86	4,449	1,239	0	41	2,609	653	12	114	82	100	99	694	517	12,507	
	2011-12	957	217	381	301	104	3,315	905	1	35	2,113	667	5	12	50	15	48	135	639	733	10,633
	2010-11	1,144	276	443	340	180	2,974	1,486	2	37	1,941	962	12	111	82	0	56	89	832	725	11,697
Set aside rate 1 ^ (%)	2012-13	25.2%	32.8%	15.8%	22.1%	17.4%	15.6%	28.8%	n/a	9.8%	21.5%	29.4%	8.3%	9.6%	18.3%	17.0%	19.6%	18.2%	26.9%	15.5%	20.7%
	2011-12	25.1%	24.9%	15.7%	20.9%	16.3%	20.4%	24.1%	100.0%	20.0%	24.5%	26.2%	20.0%	8.3%	16.0%	0.0%	22.9%	25.9%	26.1%	19.1%	22.5%
	2010-11	30.2%	29.3%	17.6%	23.2%	24.4%	22.0%	30.6%	50.0%	18.9%	28.3%	33.0%	25.0%	18.0%	13.4%	n/a	28.6%	21.3%	27.4%	23.3%	26.3%
Set aside rate 2 ^^ (%)	2012-13	30.6%	42.0%	19.2%	28.5%	25.4%	18.0%	37.5%	n/a	15.4%	28.7%	37.3%	11.1%	11.0%	27.8%	23.0%	25.0%	22.0%	36.2%	20.8%	25.7%
	2011-12	31.3%	32.3%	19.5%	26.0%	23.0%	24.6%	32.6%	100.0%	29.2%	34.2%	37.4%	20.0%	14.3%	23.5%	0.0%	31.4%	35.4%	33.0%	24.1%	29.0%
	2010-11	36.5%	36.0%	21.4%	29.5%	32.8%	26.1%	38.1%	50.0%	23.3%	36.9%	40.8%	27.3%	21.1%	15.9%	n/a	34.8%	30.6%	33.9%	29.6%	32.5%

* 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

Abbreviations:

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

PPL

		Claimant Decisions	Employer Decisions	Total
Applications received	2012-13	113	0	113
	2011-12	104	2	106
	2010-11*	15	0	15
% of total	2012-13	100.0%	0.0%	100%
	2011-12	98.1%	1.9%	100%
	2010-11	100.0%	0%	100%
Decision outcomes 2012-13:				
Set Aside		13	0	13
Varied		2	0	2
Affirmed		98	0	98
No Jurisdiction		2	0	2
Withdrawn		5	0	5
Dismissed		11	0	0
Total reviewed	2012-13	131	0	131
	2011-12	88	1	89
	2010-11	4	0	4
Set aside rate 1^ (%)	2012-13	11.5%	n/a	11.5%
	2011-12	5.7%	0%	5.6%
	2010-11	0%	n/a	0%
Set aside rate 2^^ (%)	2012-13	13%	n/a	13%
	2011-12	7%	0%	7%
	2010-11	0%	n/a	0%

* The SSAT assumed responsibility for the PPL jurisdiction on 1 January 2011

^ 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

CHILD SUPPORT

Applications received	2012-13	31	Care Percentage Decision	389	Change of Assessment*	971	14	Child Support Agreement	18	Failure to Collect Arrears	104	231	Particulars of Assessment	75	Refusal of EOT to Object	55	Registration Details	0	Not Reviewable by SSAT	83	Total
	2011-12	21	356	945	10	25	115	285	123	47	0	133	2,060								
	2010-11	28	n/a~	1,164	28	17	154	727	149	34	18	181	2,500								
% of total	2012-13	1.6%	19.7%	49.3%	0.7%	0.9%	5.3%	11.7%	3.8%	2.8%	0.0%	4.2%	100%								
	2011-12	1.0%	17.3%	45.9%	0.5%	1.2%	5.6%	13.8%	6.0%	2.3%	0.0%	6.5%	100%								
	2010-11	1.1%	n/a~	46.6%	1.1%	0.7%	6.2%	29.1%	6.0%	1.4%	0.7%	7.2%	100%								
Decision outcomes 2012-13:																					
Set Aside	5	147	394	3	4	28	38	32	14	0	16	681									
Varied	0	30	59	1	0	1	7	0	1	0	2	101									
Affirmed	14	97	112	8	4	48	97	42	20	0	16	458									
No Jurisdiction	4	24	115	1	2	10	33	11	6	0	26	232									
Withdrawn	1	21	69	2	1	5	12	4	5	0	3	123									
Dismissed	7	52	158	5	6	15	39	9	5	0	9	305									
Total reviewed	2012-13	31	371	907	20	17	107	226	98	51	0	72	1,900								
	2011-12	27	367	1,084	0	20	120	334	101	49	0	125	2,227								
	2010-11	28	n/a~	1,164	28	17	154	727	149	34	18	181	2,500								
Set aside rate 1 ^ (%)	2012-13	16.1%	47.7%	49.9%	0.0%	23.5%	27.1%	19.9%	32.7%	29.4%	0.0%	25.0%	41.2%								
	2011-12	11.1%	45.0%	51.0%	0.0%	40.0%	16.7%	24.0%	31.7%	34.7%	n/a	12.0%	40.1%								
	2010-11	21.4%	n/a~	48.7%	10.7%	11.8%	31.2%	32.0%	28.9%	35.3%	n/a	30.4%	38.8%								
Set aside rate 2 ^^ (%)	2012-13	26.3%	64.6%	80.2%	0.0%	50.0%	37.7%	31.7%	43.2%	42.9%	n/a	52.9%	63.1%								
	2011-12	20.0%	58.1%	82.2%	0.0%	66.7%	24.4%	38.1%	45.1%	47.2%	n/a	41.7%	62.9%								
	2010-11	33.3%	n/a~	82.5%	23.1%	20.0%	44.9%	46.7%	38.1%	42.9%	n/a	50.5%	61.2%								

* 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

~ Care Percentage Decisions were included as 'Other' previously.

Appendix 5 | Workplace health and safety

Summary of notifiable incidents, investigations and notices under the WHS Act, 1 July 2012 to 30 June 2013

Action	Number
Death of a person that required notice to Comcare under section 35	0
Serious injury or illness of a person that required notice to Comcare under section 35	0
Dangerous incident that required notice to Comcare under section 35	0
Investigations conducted under Part 10	0
Notices given to SSAT under section 90 (provisional improvement notices)	0
Notices given to SSAT under section 191 (improvement notices)	0
Notices given to SSAT under section 195 (prohibition notices)	0
Directions given to SSAT under section 198 (non-disturbance)	0

In March 2013, Comcare notified the SSAT that it was conducting an enquiry prompted by an incident report sent to Comcare by a staff member. In May 2013, Comcare closed its file in respect of that incident.

Appendix 6 | Environmental performance reporting

In relation to subsections 516A(5) and (6) of the *Environment Protection and Biodiversity Conservation Act 1999* (assuming that the SSAT is a Commonwealth “agency”) paragraphs 516A(6)(a) and (b) do not apply because the SSAT does not engage in any development.

Paragraphs 516A(6)(c) and (d) require the SSAT to document the effect of its activities on the environment and what measures the SSAT takes to minimise its impact on the environment.

The activities of the SSAT affect the environment through its need for premises in which to carry out its functions and the use of electricity, transport, water and paper in carrying out those functions.

The SSAT minimises the impact of its activities on the environment by the measures set out in the table below.

The SSAT monitors its energy usage against the target per staff member set by the Department of Climate Change. Staff are periodically reminded of the requirement to switch off equipment before leaving the office.

The SSAT reports annually to the Department of Climate Change about energy consumption and subsequent emissions, and to the National Packaging Covenant (a collaborative agreement between government and industry) about disposal of materials, recycling and reuse.

The SSAT’s leadership group conducts most of its meetings by telephone to avoid the need for air travel, and requires most national meetings of staff to be conducted by telephone or video-conferencing.

Theme	Measures
Energy efficiency	Lights automatically switch off after a period of inactivity in the room.
Energy efficiency	The SSAT purchases equipment with an energy saving mode.
Energy efficiency	Staff asked to switch off computers, including monitors, and other non-essential electronic equipment in their work area when not in use.
Waste management	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.
Sustainability	Recycled, recyclable and ‘environmentally friendly’ products and office supplies are purchased where available.

Appendix 7 | Legal services expenditure statement

This is a statement of legal services expenditure* by the Social Security Appeals Tribunal for 2012-13, published in compliance with paragraph 11.1(ba) of the *Legal Services Directions 2005*.

Agency's total legal services expenditure	\$33,946.23
Agency's total external legal services expenditure	\$33,946.23
External expenditure on professional fees	\$33,946.23
External expenditure on counsel	\$0
Number of male counsel briefed	0
Value of briefs to male counsel	\$0
Number of female counsel briefed	0
Value of briefs to female counsel	\$0
Other disbursements on external legal services	\$0
Agency's total internal legal services expenditure	\$0
Salaries	\$0
Overheads (includes administrative support and accommodation costs)	\$0

*All figures are GST Inclusive.

Appendix 8 | Corrections to last year's report

Page 13 - Figures 2 and 3: Labels should read "Error of law" and "Error of fact" rather than "New Error of law" and "New Error of fact". Figure 3: Error of law was 7.4% (not 23.6%) and Error of fact was 23.6% (not 7.4%).

Page 17 - Table 7 "Performance against time standards":

- For the "Last day of hearing/date of receipt of further material to making of decision (child support reviews)" the correct length of time is 1.39 weeks rather than 3.1 weeks.

- For the "Last day of hearing/date of receipt of further material to making of decision (Centrelink reviews)" the correct length of time is 0.05 weeks rather than 1.6 weeks.
- The error arose through inclusion of the time from the making of a decision to giving reasons for the decision.

Page 25 – The full-time equivalent of staff was 91.77 not 92.77.

Appendix 9 | Decisions of interest

AGE PENSION

Whether an asset test exempt income stream had been commuted

Centrelink decided that an income stream had lost its asset test exempt status because an actuarial certificate provided by the pension recipients indicated that there was not a high probability that their self-managed superannuation fund (SMSF) would meet the required income stream payments in the 2011-12 financial year. A debt was raised for the five years preceding the loss of the asset test exempt status.

The SSAT agreed that the SMSF had lost its asset test exempt status but decided that “commuted” for the purposes of section 1223A of the *Social Security Act 1991* (the **SS Act**) meant conversion into a lump sum payment, or the roll-over of funds into another superannuation fund. The inability of the SMSF to pay the income streams in full resulted from the underperformance of its investments and not from commutation of any part of the couple’s income stream so section 1223A did not apply. The SSAT set aside the reviewable decision and remitted the matter to the Chief Executive Centrelink for reconsideration in accordance with directions that the income stream lost its asset-test exempt status on 30 December 2011; a debt arose only for the period 30 December 2011 to 9 April 2012; and Centrelink was to recalculate the debt.

Whether an income stream lost its asset test exempt status because an actuarial certificate was provided more than 26 weeks after the start of the financial year

The pension recipient gave Centrelink an actuarial certificate for her SMSF on 15 January 2013. Subsection 9A(1) of the SS Act required that there was “in force a current actuarial certificate” and subsection (1B) empowered the Secretary to determine “guidelines to be complied with when determining whether an actuarial certificate is in force”. The Secretary had exercised that power and the *Social Security (Actuarial Certificate – Lifetime Income Stream Guidelines)*

Determination 2012 (the **Determination**) stipulated that an actuarial certificate must be “certified no later than 26 weeks after the start of the financial year to which it applies”.

The SSAT interpreted subsection 9A(1B) of the SS Act as requiring compliance with the Determination with the result that the actuarial certificate had to be certified no later than 26 weeks after 1 July 2012. The SSAT affirmed Centrelink’s decision to reduce the applicant’s rate of age pension because the income streams from the SMSF ceased to be assets test exempt on 31 December 2012.

PARENTING PAYMENT

Whether Family Tax Benefit (FTB) is a liquid asset for the calculation of an income maintenance period (IMP)

The applicant received a termination payment of \$99,000 from her employer which she had spent in the expectation that she and her husband would live on his income and on the FTB paid to her. The applicant claimed parenting payment single when the couple separated. Centrelink imposed a 56 week IMP due to the termination payment. Centrelink also decided that the applicant was not in financial hardship because her fortnightly FTB exceeded the fortnightly amount of PPS she would otherwise be entitled to receive.

The SSAT decided that FTB was not a liquid asset for the purposes of the definition of “severe financial hardship” in subsection 19C(2) of the *Social Security Act 1991* (the **SS Act**) read with subsection 14A(1) of the SS Act. The SSAT concluded that the applicant had incurred reasonable and unavoidable expenses of at least \$41,825.95 and applied *Secretary, Department of Education, Employment and Workplace Relations v Ergin* [2010] FCA 1438 in adopting an apportionment approach to the IMP. The decision under review was set aside and the matter sent back for reconsideration with a direction that the applicant was subject to an IMP for a 33 week period.

YOUTH ALLOWANCE

Whether a traineeship met a qualification for Youth Allowance

The applicant had completed one semester of a Diploma at a tertiary institution. She then enrolled in a Traineeship in Education Support which consisted of a short block of full-time study at another tertiary institution then a full-time placement in a school. The traineeship ceased and the applicant enrolled again in the Diploma but then got a job and ceased the course. Centrelink cancelled payment of Youth Allowance and raised a debt on the basis that the applicant had not been engaged in full-time study for the period of the traineeship.

The SSAT considered whether the applicant was entitled to Youth Allowance under section 540AA of the *Social Security Act 1991* (the **SS Act**) which requires the person to be a new apprentice, of youth allowance age, and either an Australian resident or exempt from the residence requirement. Applying the definition of “new apprentice” in subsection 23(1) of the SS Act, the SSAT accepted evidence that the Traineeship was administered under the New Apprenticeships scheme and was satisfied that the applicant was a new apprentice. The SSAT set aside the decision under review and remitted the matter to the Chief Executive Centrelink with directions which gave effect to its findings.

Whether the living away from home rate was payable prior to commencement of the academic year

The applicant lived in a residential college and was paid Youth Allowance at the away from home rate due to the excessive travelling time from her home to the university, and rent assistance (sections 556, 1067D, 1067G, 1070B and 1070G of the SS Act). During the vacation at the end of her first year of study, the applicant briefly moved back to her parental home while she sought private rental accommodation. She leased accommodation close to the university and moved into that accommodation. Centrelink decided that she could not be paid at the living away from home rate until commencement of the new academic year.

The SSAT concluded that the reason why the applicant was paid at the away from home rate had not changed. The SSAT set aside the decision and remitted the matter to the Chief Executive Centrelink for reconsideration in accordance with the direction that the applicant be paid Youth Allowance at the away from home rate, including rent assistance, from the date on which the SSAT found that she moved into the leased accommodation.

DISABILITY SUPPORT PENSION (DSP)

Whether there was active participation in a program of support

Centrelink rejected the claim for DSP because the applicant did not have an impairment of 20 points or more under the Impairment Tables. The SSAT found that the applicant had a combined impairment rating of 20 points under the Impairment Tables. The SSAT had therefore to decide whether the applicant had a continuing inability to work (as defined in subsection 94(2) of the *Social Security Act 1991* (the **SS Act**)) which necessitated the making of a finding as to whether he had actively participated in a “program of support” (as that expression is defined in subsection 94(5) of the SS Act).

The SSAT found that the applicant had participated in a program of support funded and supervised by Workcover and that the program was equivalent to a program designed to assist persons to prepare for, find or maintain work and that is funded by the Commonwealth (subparagraph (b)(ii) of the definition of “program of support”). The SSAT set aside the decision under review and substituted a decision that the applicant qualified for DSP from the date of his claim.

Whether a boat was a principal place of residence so that the applicant was a homeowner

Centrelink had calculated the rate of DSP payable on the basis that the applicant was a “homeowner” (as that term is defined in subsection 11(4) of the SS Act). The issue for the

SSAT was whether the boat owned by the applicant, and on which he had lived for at least 10 years either on anchor or in a marina, was his “principal home” (as that term is defined in section 11A of the SS Act).

The SSAT cited various decisions of the Administrative Appeals Tribunal in rejecting the applicant’s contention that a boat was not caught by the definition of “principal home”. The SSAT also rejected the applicant’s contention that, because he could be evicted from a marina, he did not have the reasonable security of tenure in his home required by the definition of “homeowner”. The decision under review was affirmed.

CHILD SUPPORT

Whether the exchange rate applicable at the date of registration of an overseas maintenance liability applied to the registration of a subsequent order by the foreign court

In 2004, the Child Support Registrar (the **Registrar**) registered an overseas maintenance liability from a reciprocating jurisdiction. The liability arose from an order of a court (in the reciprocating jurisdiction) which was expressed in a foreign currency. The Registrar converted the periodic amount, to be paid by the applicant for his two children, to Australian dollars using the exchange rate at the date of registration in accordance with regulation 19 of the *Child Support (Registration and Collection) Regulations 1988*. When the foreign court made a further order in respect of one of the children in 2012, the Registrar varied the liability in the register using the exchange rate which had applied at the date of registration in 2004.

The issue for the SSAT was whether the further order was an “affecting event” (as that term is defined in section 4 of the *Child Support (Registration and Collection) Act 1988* (the **Collection Act**)) so that section 37 of the Collection Act permitted the Registrar to vary the registered liability, and regulation 19 required the Registrar to use the exchange rate at the date of registration in 2004.

The SSAT concluded that the order of the foreign court was not an “affecting event” and the entry in the register was not a variation but a new registration made under section 25 of the Collection Act so that the exchange rate at the date of its registration in 2012 must be used by the Registrar. The SSAT set aside the decision under review and sent the matter back to the Registrar for reconsideration in accordance with the direction to use the exchange rate at the date of registration in 2012.

Whether having wrongly granted an application to collect child support the Registrar could continue to collect child support for a limited period to avoid an overpayment

The Registrar had granted an application to collect child support from 28 April 2012. On objection by the payer of the liability, the Registrar found that the payer had been complying with his obligations in relation to the payee and that section 39(5) of the Collection Act precluded the application from being granted. However, the Registrar allowed the objection only to the extent that child support reverted to private collection from 1 July 2012.

The SSAT decided that the effect of the Registrar’s decision was to grant the application to collect for a limited period and that the Registrar did not have power to do so. The SSAT set aside the decision under review and substituted a decision that the application for collection made on 27 April 2012 is refused. In making its decision, the SSAT recognised the inconvenience to the parties and that they would have to sort out the payments which had been made for the period in issue.

Whether an estimate of income can take effect from a date prior to the date on which the estimate was made

On 2 August 2012, the liable parent estimated his adjusted taxable income for the 2012/2013 financial year. The Registrar decided that the election met the requirements of section 60 of the *Child Support (Assessment) Act 1989* (the

Assessment Act) and amended the assessment to give effect to the estimate election from 2 August 2012. The liable parent objected to this decision on the ground that it should have taken effect earlier from 1 July 2012. The objection was disallowed and the liable parent applied to the SSAT for review of that decision.

The applicant confirmed that he did not make the election until 2 August 2012 but contended that he had lodged an estimate in December 2011 for the 2011/2012 financial year and as the Registrar was already aware that the applicant had lost his job, his estimate for the 2012/2013 financial year should be applied from 1 July 2012.

The SSAT concluded that, regardless of the circumstances, the Assessment Act does not provide any discretion for the estimate election to take effect earlier than the date it was made.

PAID PARENTAL LEAVE (PPL)

Whether a break of more than 56 days in employment precludes payment if the break was not planned

The applicant's claims for PPL and Dad and Partner Pay (**DAPP**) were rejected by Centrelink. The issue for the SSAT was whether the applicant satisfied the work test in section 32 of the *Paid Parental Leave Act 2010* (the **PPL Act**).

The SSAT found that, in the relevant "work test period", the applicant was employed on a casual basis with company X and was not entitled to any paid leave from that company. Due to a surfing injury, he had been unable to work for 79 days during the work test period.

The SSAT found that, but for the injury, the applicant would have continued to work throughout the work test period. However, the SSAT concluded that there had been a break in his employment and that subsection 36(2) of the PPL Act precluded a break in employment of more than 56 days being a "permissible break".

The SSAT affirmed the decisions under review because the applicant was not eligible for PPL or DAPP.

Whether the Australian residency test was satisfied during an absence from Australia and, if not, whether eligibility was restored by the grant of a permanent visa

The applicant, who was then the holder of a spouse visa, was granted PPL following the birth of her daughter. Two months later, the applicant departed Australia and her PPL was cancelled.

The issue for the SSAT was whether the applicant's absence of less than 13 weeks was an "allowable absence" (within the meaning Part 4.2 of the *Social Security Act 1991* (the **SS Act**)) so that, pursuant to subsection 45(2) of the PPL Act, she continued to meet the residency requirement for PPL. This issue required the SSAT to decide whether the applicant had been absent from Australia "to attend an acute family crisis".

An absence "for a purpose relating to the death of a family member" qualifies as "an acute family crisis" (section 1212A of the SS Act). The term "family member" is defined in subsection 23(14) of the SS Act.

The SSAT accepted the applicant's evidence that she went to Japan following the death of her grandmother in that country to take part in Buddhist religious ceremonies and that those ceremonies are performed for a period of 49 days after a person's death. However, the SSAT cited decisions of the Administrative Appeals Tribunal before concluding, on the applicant's evidence, that her grandmother was not a "family member".

The SSAT considered whether the fact that, shortly after she left Australia, the applicant was granted a permanent visa to reside in Australia, restored her eligibility for PPL on her return to Australia but concluded that that was not the case. The SSAT affirmed the decision under review.

Appendix 10 | Access to justice activities

National

The Principal Member and the Deputy Principal Members for NSW/ACT and VIC/TAS met with the President of National Welfare Rights and a representative of Welfare Rights Victoria.

Australian Capital Territory

Presentation to staff at ACT Welfare Rights Centre

Presentation to Aboriginal Legal Service

Presentation to Aboriginal and Torres Strait Islander Women's Law and Justice Support Program

Presentation to DHS (Centrelink and Child Support staff)

New South Wales

Presentations to Aboriginal Legal Service (ALS) in Taree and Wagga Wagga

Presentation to DHS in Taree

Presentations in Wagga Wagga to the Families Interagency Meeting, Multicultural Interagency Meeting, Medicare Local Aboriginal Workers

Presentation to Legal Aid NSW in Wagga Wagga

Presentation to June Interagency Meeting of charitable organisations and local, state and federal government agencies

Queensland

Meeting with Darwin Community Legal Service

Presentations to Aboriginal and Torres Strait Islanders Legal Service (ATSILS), Townsville, Mackay, Mt Isa and Cairns

Presentation to Aboriginal and Torres Strait Islander Community Health Services (ATSICHS), Mackay

Presentation to Medicare Local, Central and North West Queensland and Mt Isa

Presentation to Legal Aid Queensland

Presentation to Queensland Indigenous Family Violence Legal Service, Mt Isa and Cairns

South Australia

Presentations to Statewide Aboriginal Family Support Services, Kumangka Aboriginal Youth Service, Aboriginal Health Council of South Australia Inc, and Aboriginal Family Support Services Inc.

Presentations at a group rural outreach attended by:

- TAFE SA Aboriginal Access Centre, Port Pirie and Whyalla
- TAFE SA Kadina
- Centacare, Personal Helpers and Mentors Program, Long Street Primary School, Stuart High School of Whyalla
- Families SA from Kadina, Port Augusta and Whyalla
- Carers Link, Kadina
- "Common Ground" Salvation Army and Miriam High Special Needs Centre from Port Augusta
- Westside Lawyers and Voumard Lawyers from Port Pirie
- Department of Health (SA), Department of Communities and Social Inclusion (SA) and the Department of Education and Childhood Development (SA)
- Rural Business Support Centre
- Country Health SA and Northern Health Centre
- Para Quad Australia, Country Home Advocacy Project, Uniting Care Wesley South Australia, Star of the Sea Aged Care Service, Innovative Community Action Network (ICAN), Community Bridging Service.

Presentation to Flinders University Student Association

Tasmania

Presentation at National Family Law Conference

Presentation to Hobart Community Legal Service

Victoria

Presentation to Victoria Legal Aid

Presentation to Leo Cussen Institute

Presentation to Department of Human Services' Community Engagement Team (Northern Zone)

Provision of information to Frontyard Youth Services

Presentation at Centrelink Moreland Authorised Review Officers' meeting

Western Australia

Participation in the DHS' Mirrabooka Multicultural Community Forum

Presentation to UnitingCare West

Consultation with the Centre for Aboriginal Studies – Curtin University

Presentation to Aboriginal Health Centre WA

Presentation to Mental Health Law Centre (WA) Inc.

Appendix 11 | SSAT Strategic Plan 2012-2014

Introduction

The Social Security Appeals Tribunal (SSAT) delayed preparation of its strategic plan for 2012-2014 pending the outcome of a review, led by Mr Stephen Skehill, which considered whether there should be a single Commonwealth merits review tribunal.

Notwithstanding that delay, a number of strategies contained in this plan were commenced in 2011.

The Government's decision on the recommendations of the Skehill review in relation to Commonwealth tribunals was announced by the Attorney-General on 8 June 2012.

The extent to which the SSAT is able to implement many of the strategies in this Plan depends on the SSAT's resources over the period covered by the Plan.

Vision of the SSAT

As a tribunal, the SSAT exists for its users. The vision of the SSAT is to provide a mechanism of review that is fair, just, economical, informal and quick, and to make the correct or preferable decision through provision of a mechanism of review of that kind.

The SSAT is committed to continuous skills development and to continuous improvement in its management and finalisation of applications for review.

However, the SSAT recognises that the high volume of applications for review and the different nature of child support reviews to other reviews may necessitate a balance among fairness, justice, economy, informality and speed in a particular review and in a particular review relative to all reviews.

GOAL 1 Enhancement of skills

The SSAT will pursue this goal through the following strategies:

1. Develop a national approach to member induction.
2. Develop more resources for members to access electronically.
3. Adopt a national approach to the conduct of members' continuing education activities.
4. Develop guidelines for delegates of the SSAT Principal Member on the exercise of delegated powers.
5. Engender commitment by members to continuing self-education in knowledge and skills needed to make the correct or preferable decision in a review.
6. Ensure that members receive regular feedback about their performance against national performance expectations, and that a recommendation about reappointment reflects a member's performance against those expectations.
7. Adopt a national approach to the conduct of internal training for staff of the SSAT.
8. Adopt an approach to external training and development activities for staff which achieves a balance between the resources of the SSAT and the aspirations of staff.

9. Ensure that members of staff are given meaningful feedback against national performance expectations and that assessments of their performance reflect performance across all aspects of their work.
10. Engender a culture which embraces change.

GOAL 2 Streamlined reviews

The SSAT will pursue this goal through the following strategies:

1. Work with officers of the Department of Human Services (DHS) to improve the extent to which the statement sent to the SSAT about the decision under review meets the statutory requirements; and the extent to which the SSAT is sent a copy of every document which is relevant to the review (without copies of any documents which are not relevant to the review).
2. Work with officers of the DHS to minimise the time within which that statement and those documents are given to the SSAT.
3. Adopt a nationally consistent approach to listing applications for review for hearing.
4. Adopt a nationally consistent approach to dealing with requests for changes to hearing dates.
5. Exercise (delegated) power to obtain further information from parties to a review and other persons only where such information is necessary having regard to the SSAT's statutory objective.
6. Give reasons for decision orally where appropriate.
7. Write succinct issues-based decisions using the SSAT's template.
8. Make a decision on a review within 7 days of the hearing (or of the last day of the hearing or the day of receipt of final material).
9. Minimise the number of steps and processes to be undertaken by staff of the SSAT in the course of a review.
10. Provide staff with a procedure manual and training to ensure national adoption of the most efficient procedures.
11. Encourage members and staff to propose ways in which reviews can be streamlined without compromising the fairness and justice of a review.
12. Review the appropriateness of current key performance indicators.

GOAL 3 Engagement

The SSAT will pursue this goal through the following strategies:

1. Enhance communication within the SSAT.
2. Continue to hold regular discussions with stakeholders.
3. Review the content of the SSAT's website.

4. Seek appropriate opportunities to inform community groups of rights of review by the SSAT and of what to expect at a hearing.

GOAL 4 Appropriate governance arrangements

The SSAT will pursue this goal through the following strategies:

1. Ensure that governance arrangements are robust but reflective of the nature of the SSAT and the extent of its resources.
2. Ensure that there is clarity in the respective roles, focus and responsibility between staff in the SSAT's National Office and officers of FaHCSIA in the management of the resources provided to the SSAT by the Secretary and of associated risk.
3. Ensure that there is clarity of role, focus and responsibility between the senior membership of the SSAT and the Registrar and District Registrars for management of the SSAT's operations.
4. Perform functions centrally in the SSAT where it is more efficient and/or effective to do so.

GOAL 5 Implementation of recommendations of Skehill review (collaboration with other Commonwealth tribunals)

The SSAT will pursue this goal through the following strategies:

1. Keep other Commonwealth tribunals informed of the SSAT's facilities, anticipated accommodation needs and any plans to relocate on expiration of leases of the SSAT's current premises.
2. Work with other tribunals to share hearing rooms, associated facilities and other resources where it is cost effective to do so.
3. Align procedures with those of other Commonwealth tribunals where it would be consistent with the SSAT's statutory objective to do so.
4. Benchmark the SSAT's performance in the management of reviews and of its resources against other tribunals and adopt best practice (where it would be consistent with the SSAT's statutory objective to do so).
5. Continue to offer to other tribunals, and accept offers of, places on learning and development activities of common relevance.

Appendix 12 | Contact details

National Office

Level 24, 500 Collins Street, Melbourne VIC 3000
(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 – Louise Anderson
Executive Officer – Melanie Priano

Australian Capital Territory

All ACT reviews are managed through the NSW registry. Please refer to contact details for the NSW registry.

New South Wales

Level 20, 580 George Street, Sydney NSW 2000
(GPO Box 9943, Sydney NSW 2001)

Email: sydney@ssat.gov.au
Tel: (02) 9202 3400
Fax: (02) 9202 3499

Deputy Principal Member – Suellen Bullock
District 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 26, 215 Adelaide Street, Brisbane QLD 4000
(GPO Box 9943, Brisbane QLD 4001)

Email: brisbane@ssat.gov.au
Tel: (07) 3005 6200
Fax: (07) 3005 6215

Deputy Principal Member – Jim Walsh
District Registrar – Robin Harvey

South Australia

Level 12, 45 Grenfell Street, Adelaide SA 5000
(GPO Box 9943, Adelaide SA 5001)

Email: adelaide@ssat.gov.au
Tel: (08) 8400 4900
Fax: (08) 8400 4999

Deputy Principal Member – Rhonda Bradley
District Registrar a/g – Roula Karzis-Wyatt

Tasmania

Level 8, 188 Collins Street, Hobart TAS 7000
(GPO Box 9943, Hobart TAS 7001)

Email: hobart@ssat.gov.au
Tel: (03) 6211 2800
Fax: (03) 6211 2899

Deputy Principal Member – Irene Tsiakas
District Registrar a/g – Marianne Evans

Victoria

Level 11, 565 Bourke Street, Melbourne VIC 3000
(GPO Box 9943, Melbourne VIC 3001)

Email: melbourne@ssat.gov.au
Tel: (03) 9954 0700
Fax: (03) 9954 0749

Deputy Principal Member – Irene Tsiakas
District Registrar a/g – Marianne Evans

Western Australia

Level 3, 109 St George's Terrace, Perth WA 6000
(GPO Box 9943, Perth WA 6001)

Email: perth@ssat.gov.au
Tel: (08) 9229 1300
Fax: (08) 9229 1315

Deputy Principal Member – Rhonda Bradley
District Registrar a/g – Roula Karzis-Wyatt

National Freecall™ Number

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

SSAT website

Please refer to the SSAT's website at www.ssat.gov.au for further information.

Contact Officer

For enquiries about this Annual Report, please contact:

Executive 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

AAT	Administrative Appeals Tribunal
AMS	Application Management System
ARO	Authorised Review Officer
DHS	Department of Human Services
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
PPL	Paid Parental Leave
SSAT	Social Security Appeals Tribunal

List of requirements

As the SSAT is not an executive agency under the *Public Service Act 1999* (or a prescribed agency under the *Financial Management and Accountability Act 1997*), the entire List does not apply to the SSAT. However, the SSAT has endeavoured to apply the List and noted as not applicable (“n/a”) all items with which the SSAT cannot comply.

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