| **Table 60:** Centrelink payments merit review outcomes | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Unchanged decisions2** | | | **Changed decisions** | | |
|  | **2011–12** | **2012–13** | **2013–14** | **2011–12** | **2012–13** | **2013–14** |
| Internal review officer | 67.3% 59,390 | 63.9% 78,960 | 65.3% 80,370 | 32.7% 28,811 | 36.1% 44,566 | 34.7% 42,662 |
| SSAT | 73.1% 7,091 | 76.9% 9,002 | 75.1% 7,686 | 26.9% 2,608 | 23.1% 2,707 | 24.9% 2,548 |
| AAT—customer applications | 70.2% 1,131 | 92.5% 1,651 | 75.2% 1,416 | 29.8% 479 | 7.5% 134 | 24.8% 468 |
| AAT—Secretary applications1 | 74.4% 32 | 57.1% 28 | 73.3% 22 | 25.6% 11 | 42.9% 21 | 26.7% 8 |

1. The Secretary refers to the Secretary of any policy department where under the Administrative Arrangements Order the Minister of that department has administrative responsibility for the legislation relevant to the decision under review. The department manages these applications on behalf of the policy department Secretary.

2. Unchanged decisions include reviews that have been withdrawn.