| **Table 62:** Centrelink payments merit review outcomes | | | | |
| --- | --- | --- | --- | --- |
|  | **Unchanged decisions1** | | **Changed decisions** | |
|  | **2011–12** | **2012–13** | **2011–12** | **2012–13** |
| Internal review officer | 67.3% (59,390) | 63.9% (78,960) | 32.7% (28,811) | 36.1% (44,566) |
| SSAT | 73.1% (7,091) | 76.9% (9,002) | 26.9% (2,608) | 23.1% (2,707) |
| AAT—customer applications | 70.2% (1,131) | 92.5% (1,651) | 29.8% (479) | 7.5% (134) |
| AAT—Secretary applications2 | 74.4% (32) | 57.1% (28) | 25.6% (11) | 42.9% (21) |

1. Unchanged decisions include withdrawals for a number of reasons.

2. Secretary applications are managed in accordance with the partner department’s instructions. The Secretary refers to the Secretary of any department where under the Administrative Arrangements Order the Minister of that department has administrative responsibility for part of the social security laws when a decision under that part has a right of appeal to the AAT.