

centrelink

Purpose of this form

This form is to assist you to ask for a review of a decision. You can also ask for a review by writing to, calling or visiting one of our service centres.

Please read these notes before you fill in the form. They tell you:

- what happens when you have a decision reviewed by us
- about further rights of review to the Administrative Appeals Tribunal (AAT), **and**
- about other help available to you if you feel we have not handled your review properly.

You should keep this page for your records.

If you do not agree with a decision we have made

Ask us to review our decision

If you would like more information about a decision you should contact us. We will check details and explain the decision. This gives you a chance to correct misunderstandings and present new information.

If you do not agree with a decision you can ask for a review. We will forward the matter to a review officer who has not been involved in the decision and can change the decision if it is wrong.

The review officer will:

- where possible, talk to you about the decision
- look at the facts, the law and policy
- change the decision if it is not correct, **and**
- advise you in writing about the result of the review.

Important

There are some important things to know about the time you take to request a review of a decision.

If you apply for a review of a social security decision outside **13 weeks** of being given notice of the decision, you may only receive your entitlement from the date you applied for review.

You must apply for review of some Family Tax Benefit decisions **within 52 weeks** of being notified of the decision.

There is no time limit if you are asking for a review about money you owe us, however you may have to pay back the money while the decision is being considered.

Further rights of review

Administrative Appeals Tribunal (AAT)

The AAT is an independent tribunal. It has the power to change decisions but only according to the law and only after a review officer has reviewed the case. You should request a review by the AAT **within 13 weeks**. If your request is more than 13 weeks after being notified of the review officer's decision and the decision is changed, you may only receive your entitlement from the date you requested the review. If you do not agree with the decision of the AAT you may be able to appeal further. For more information about the AAT, please go to aat.gov.au

Additional information

To give us feedback or make a complaint

- Call our feedback and complaints line on **1800 132 468**.
- Go to humanservices.gov.au/feedback
- From overseas, phone us on one of our international phone numbers humanservices.gov.au/customer/contact-us/international-phone-numbers
- If we do not resolve the complaint to your satisfaction, you can contact the Commonwealth Ombudsman by going to ombudsman.gov.au or calling **1300 362 072**.

Freedom of information

You may like to look at any papers on your file about your case. If you want to do this, you can ask for access to, or a copy of, your file under the *Freedom of Information Act 1982*. You can use the **Freedom of Information I want to access or change document(s)** form (Si031) available by going to humanservices.gov.au/forms or send a letter of request to one of our service centres.

For more information about requests under the *Freedom of Information Act 1982* contact us.

For more information

If you need help completing this form, please call us on the relevant number, depending on the payment you are receiving:

Seniors	132 300
Employment Services	132 850
Youth and Students	132 490
Families	136 150
Disability and Carers	132 717
Telephone Typewriter Service	1800 810 586

Multilingual service information is on page 2.

Please keep this Notes page for your information.



1 Do you need an interpreter when dealing with us?
This includes an interpreter for people who have a hearing of speech impairment.
No **Go to 3**
Yes *Go to next question*

2 What is your preferred spoken language?

3 What is your preferred written language?

4 Date of decision?

It would help us if you can give us a copy of the letter about the decision. We will copy this for you if you bring it in.

5 Your name
Mr Mrs Miss Ms Other
Family name

First given name

Second given name

6 Your sex
Male
Female

7 Your date of birth

8 Your Centrelink Reference Number (if known)
 - - -

9 Your permanent address

Postcode

10 Your home phone number

11 Preferred contact time
 am/pm

12 If you have a partner, do they want a decision reviewed?
N/A *Go to next question*
No *Go to next question*
Yes Give details below
Partner's family name

Partner's first given name

Partner's second given name

Partner's date of birth

Partner's Centrelink Reference Number (if known)
 - - -

13 Which decision do you want reviewed?
You

Your partner



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