

# Review of a decision

## 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/contactus/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.

## Information in other languages

## **English**

To speak to us in a language other than English, call **131 202**. Call charges apply. Calls from mobile phones may be charged at a higher rate. Go to **humanservices.gov.au** and select the language button to find information in your language.

#### Arabic

للتحدّث إلينا باللغة العربيّة، اتّصل بالرقم 131 202. نطبق رسوم على المكالمات الجراة من الهواتف المكالمات الجراة من الهواتف النقّالة. اذهب إلى الموقع humanservices.gov.au واختر زر اللغة للعثور على معلومات بلغتك.

#### **Assyrian**

αι φαιαλή Αμή σεξεί Ιαδάτι, αει τατό Δαλλεό, αυτίς 202 ÎΕΠ. 1.Α Εράδει άι αδιλί. αθερί ας αλλεός ακριοδείς (αρέτιλε) αρας, ξαυς τρα γοξί. Επραός αι humanservices.gov.au οδεραός Δακοαλή εμέτι αι φατέπλη εποςδιράς σεξείς εγίορος.

#### Chinese

您可以撥打電話131 202 · 使用中文與我們交談。致電該號碼需付費。如使用移動電話致電,則收費可能會較高。訪問humanservices.gov.au網站·點擊語言鏈接後可獲取用您的語言編寫的資訊。

#### Croatian

Da biste s nama razgovarali na hrvatskom, nazovite **131 202**. Poziv se naplaćuje. Pozivi s mobitela se mogu naplaćivati po višoj tarifi. Za informacije na svom jeziku, posjetite **humanservices.gov.au** i izaberite tipku za strane jezike.

## Farsi

برای اینکه با ما به زبان فارسی صحبت کنید، به شماره **202 131** تلفن بزنید. تلفن زدن برایتان هزینه خواهد داشت و از گوشیهای همراه ممکن است هزینه بیشتری داشته باشد. برای دریافت اطلاعات به زبان خودتان از وب سایت humanservices.gov.au دیدن کرده و روی دکمه زبان کلیک کنید.

## Greek

Για να μιλήσετε μαζί μας στα Ελληνικά, καλέστε 131 202. Ισχύουν τηλεφωνικές χρεώσεις. Για τις κλήσεις από κινητά τηλέφωνα ενδεχομένως να ισχύουν υψηλότερες χρεώσεις. Επισκεφθείτε την ιστοσελίδα humanservices.gov.au και επιλέξτε το κουμπί γλώσσας για να βρείτε πληροφορίες στη γλώσσα σας.

## Italian

Per parlare con noi in italiano, chiamate il numero **131 202**. Vigono tariffe di chiamata. Le chiamate da telefoni cellulari possono essere soggette a tariffe superiori. Visitate il sito **humanservices.gov.au** e selezionate il comando delle lingue per trovare informazioni nella vostra lingua.

#### Khmer

ដើម្បីនិយាយជាមួយយើងខ្ញុំជាភាសាខ្មែរ សូមទូរស័ព្ទទៅលេខ 131 202។ គិតថ្លៃទូរស័ព្ទ។ ការប្រើទូរស័ព្ទដៃ អាចអស់ថ្លៃច្រើនជាងធម្មតា។ សូមបើកមើលប៉ៃសោយថ៍ humanservices.gov.au ហើយចុចយក ប្រអប់កាសា ដើម្បីទទូលព័ត៌មានជាកាសាលោកអ្នក។

#### Korean

한국어로 문의하시려면 131 202번을 이용하십시오. 통화요금이 부과됩니다. 휴대전화로 통화하시는 경우 추가 요금이 부과될 수 있습니다. humanservices.gov.au를 방문하여 언어 버튼을 누르면 한국어로 된 정보를 찾아 보실 수 있습니다.

#### Macedonian

За да зборувате со нас на македонски јавете се на **131 202**. Повикот се наплатува. Повиците од мобилни телефони може да се наплаќаат по повисока стапка. Одете на **humanservices.gov.au** и одберете го името на јазикот за да најдете информации на вашиот јазик.

#### Serbiai

Да бисте разговарали са нама на српском, назовите **131 202**. Позиви се наплаћују. Позиви са мобилних телефона могу да се наплате по вишој тарифи. Погледајте **humanservices.gov.au** и притисните дугме за ваш језик да бисте нашли информације на вашем језику.

#### Spanish

Para hablar con nosotros en español, llame al **131 202**. Llamada tarifada. Llamadas desde teléfonos móviles pueden estar sujetas a cargos adicionales. Visite **humanservices.gov.au** y seleccione el botón de idioma para encontrar información en su lengua.

## Turkish

Bizimle Türkçe konuşmak için **131 202** numaralı telefonu arayınız. Aramalar ücretlidir. Cep telefonlarından yapılan aramalar daha yüksek bir ücrete tabi olabilirler. Kendi lisanınızda bilgi bulabilmek için **humanservices.gov.au** internet sitesine girip ilgili lisanin düğmesine basiniz.

## Vietnames

Muốn nói chuyện với chúng tôi bằng tiếng Việt, xin gọi số 131 202. Các cuộc gọi sẽ bị tính cước phí. Gọi bằng điện thoại di động có thể bị tính theo giá cao hơn. Hãy vào trang mạng humanservices.gov.au và chọn nút ngôn ngữ để tìm thông tin bằng ngôn ngữ của quý vi.



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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	10	Your home phone number  ( )
_	Yes Go to next question	"	Preferred contact time am/pm
2	What is your preferred spoken language?	12	If you have a partner, do they want a decision reviewed?
3	What is your preferred written language?		N/A Go to next question  No Go to next question  Yes Give details below  Partner's family name
4	Date of decision?		ratulet 5 failing flame
	1 1		Partner's first given name
	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.		Partner's second given name
5	Your name		Partner's date of birth
	Mr Mrs Miss Ms Other		/ /
	Family name		Partner's Centrelink Reference Number (if known)
	First given name	13	Which decision do you want reviewed?
	Second given name		You
6	Your sex		
	Male		
	Female		
7	Your date of birth		Your partner
8	Your Centrelink Reference Number (if known)		
0	Vous permanent address		
9	Your permanent address		

Postcode

incorrect?	looked at?
	No Yes
	17 IMPORTANT INFORMATION
	Privacy and your personal information
	Your personal information is protected by law, including the <i>Privacy Act 1988</i> , and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.
	Your information may be used by the department or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.
	You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy or by requesting a copy from the department.
	<b>18</b> Signature(s)
	Your signature
	Date
	Your partner's signature (sign only if partner is requesting a review)
	Date
	/ /
las your pension/allowance been cancelled?	
No <b>Go to 17</b>	
s Go to next question	