



གཤམ་ཉེ་ཁྱེད་རང་ཐག་གཅོད་དེར་ངོས་ལེན་མེད་པ་ཡིན་ན།

གཤམ་ཉེ་ཁྱེད་རང་གི་ཐོབ་ཐང་སྐོར་ཐག་གཅོད་དེར་ཁྱེད་རང་ངོས་ལེན་མེད་ན་ཁྱེད་ལ་ཐག་གཅོད་དེའི་བསྐྱར་ཞིབ་ཆེད་ལྷན་ཁག་གསུམ་གྱི་ཐོབ་ཐང་ཡོད།

ཁྱེད་རང་གི་སྤྱོད་འབབ་དང་གཅོག་ཆ་སྐོར་གྱི་ཐག་གཅོད་དེའི་བསྐྱར་ཞིབ་ལྷན་ཁག་གསུམ་ལ་ **child support** དཔྱད་ཞིབ་སྐོར་ང་ཚོའི་ཞབས་ཀྱི་ཉེ་གནས་གང་
ཅུང་ཞིག་ལྷན་པོ་བཅར་ལྷན་བཏམ་ཁ་པར་བརྒྱུད་དང་ཡིག་ཐོག་ནས་ལུས་ན་འགྲིག་

ང་ཚོས་ངོས་ནས་ལྷན་ཁག་གསུམ་ཐོབ་ཐང་སྤྱད་མཁན་ཚོར་ཤག་དབྱེ་འབྱེད་བྱེད་ཀྱི་མེད།

ང་ཚོར་གསུང་དགོས།

གཤམ་ཉེ་ཁྱེད་རང་ཐག་གཅོད་སྐོར་གནས་ཚུལ་ཞིབ་མཐོན་འདོད་ཡོད་ན་ཁྱེད་ཀྱིས་ང་ཚོར་འབྲེལ་བ་གནང་དགོས། ང་ཚོས་ཞིབ་མཐོན་ཤེས་རྟོགས་ཀྱིས་ཐག་གཅོད་དེ་
ལྷན་བཤད་ལྷན་པོ་ཡིན། འདིས་ལོག་རྟོགས་སེལ་རྒྱ་དང་གནས་ཚུལ་གསར་པ་འབྲེལ་རྒྱ་གོ་སྐབས་སྤོང་གྱི་ཡོད།

བསྐྱར་ཞིབ་ཆེད་བཀའ་འདྲི་ལྷན།

གཤམ་ཉེ་ཁྱེད་རང་ཐག་གཅོད་དེ་ངོས་ལེན་མེད་ཚེ་བསྐྱར་ཞིབ་ཆེད་སྤྱད་མེད་ལྷན་ཚོགས་ང་ཚོས་གནང་དོན་དེ་ཐག་གཅོད་དེའི་ནང་འཇུག་བཞུགས་བྱུང་མེད་པ་དང་ཐག་
གཅོད་འདིར་ནོར་ཡོད་ཚེ་འགྲུར་བཅོས་གནང་བུབ་པའི་བསྐྱར་ཞིབ་གནང་མཁན་འགན་འཛིན་ཁོང་ལ་གོང་འབྲེལ་ལྷན་པོ་ལྷན་པོ་ཡོད།

ཁྱེད་ནས་གཤམ་གསུམ་གང་ཅུང་བརྒྱུད་བསྐྱར་ཞིབ་ཆེད་ལྷན་ཁག་གསུམ་གནང་འབྲེལ།

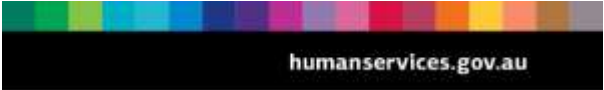
- ང་ཚོར་ཁ་པར་གཏོང་བ།
- *Review of a Centrelink decision* གི་འགོངས་ཤོག་ལྷན་ཁག་གི་ཐུངས་པ། དཔར་བ། ཞབས་ཀྱི་ཉེ་གནས་གང་ཅུང་ལ་སྤྲོད་ལམ་
གཏོང་བ།
- ཞབས་ཀྱི་ཉེ་གནས་ལ་ཕེབས་པ།

བསྐྱར་ཞིབ་འགན་འཛིན་གྱིས།

- ཐག་གཅོད་སྐོར་ཅི་ལྟར་གྱིས་ཁྱེད་ལ་གོས་བསྐྱར་ལྷན་པོ་བ།
- དངོས་ཡོད་གནས་ཚུལ། ལྷན་ཁག་དང་མིང་ལྷན་ལ་ཞིབ་འཇུག
- ཐག་གཅོད་འགྲིག་མེན་བྱུང་ཚེ་བཅོས་བསྐྱར་གནང་དགོས་རྒྱ་དང་།
- ཡིག་ཐོག་ནས་བསྐྱར་ཞིབ་ཀྱི་མཇུག་འབྲས་སྐོར་སྐོབ་སྐོབ་ལྷན་པོ་ལྷན་པོ་ཡོད།

Administrative Appeals Tribunal

གཤམ་མིང་ཁྱེད་རང་གིས་བསྐྱར་ཞིབ་འགན་འཛིན་གྱིས་བཅོས་པའི་ཐག་གཅོད་དེར་ངོས་ལེན་མ་བྱེད་ཚེ་གནས་ཚུལ་མང་ཆེ་བར་ཁྱེད་རང་ **Administrative Appeals Tribunal (AAT)** ལ་བསྐྱར་ཞིབ་གནང་རོགས་ལྷན་ཚོགས་གི་ཡོད། གཤམ་ཉེ་ཐག་གཅོད་དེ་ **ABSTUDY** ལ་ **Assistance for**





What if you do not agree with a decision?

If you do not agree with a decision about your entitlements, you have the right to ask for a review of the decision.

You can ask for a review of a decision about your payments and rebates, or a child support assessment, by writing to, calling or visiting one of our service centres.

We do not discriminate against customers who exercise their right of appeal.

Talk to us

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

Ask for a review

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.

You can ask for a review by either:

- telephoning us
- viewing the *Review of a Centrelink decision* form, filling it in, printing it and posting it to any service centre,
- visiting a service centre.

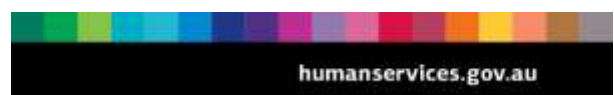
The review officer will:

- talk to you about the decision where possible
- 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.

Administrative Appeals Tribunal

If you do not agree with the decision made by the review officer, in most cases you can then seek review by the Administrative Appeals Tribunal (AAT). If the decision is about ABSTUDY or Assistance for Isolated Children (and not a debt), or about a rural ex-gratia payment, there may be a different review and appeal process.

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. There are two levels of review by the



AAT. If you do not agree with the outcome of the AAT first review, you may be able to apply for an AAT second review.

You should request an AAT first review **within 13 weeks** of being notified about the review officer's decision. If your request is more than 13 weeks after being notified 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 outcome of the AAT first review, you may be able to apply for an AAT second review. You should request an AAT second review within 28 days of receiving the AAT first review decision. There is no charge for lodging an application to the AAT. We will not assist you with costs you may incur in pursuing a review by the AAT. You cannot be awarded costs by the AAT if you are successful and in turn you cannot be required to pay our costs if you are not successful.

For more information, or to request a review, you can:

- phone **Freecall™ 1800 228 333**
- go to **aat.gov.au**

After you have lodged an application to the AAT, we will lodge a statement of reasons for the decision and all relevant department documents to the AAT. You will receive a copy of the statement and documents.

The AAT may hold a conference at which you can talk to our representative. At this conference, the AAT will seek to clarify the issues and, if possible, resolve the matter to the satisfaction of both parties.

If the matter is not resolved, the AAT will give each party the opportunity to present evidence and argue their case. This may be in a public hearing.

Decisions made by the AAT are binding on both parties. Either can appeal an AAT decision to the Courts, but only on a question of law.

Court appeals

An appeal against an AAT second review decision on a question of law is made to the Federal Court. Ultimately, a full Federal Court decision can be appealed to the High Court, if the High Court grants you Special Leave to appeal to the High Court.

Court appeals are not free, but you may have the lodgement fee waived and keep costs down by representing yourself. If your appeal is unsuccessful, you may have to pay costs we have incurred. If your appeal is successful, we may have to pay your costs.

An application should be lodged with the Federal Court Registry within **28 days** of receiving the AAT's decision in writing, although a late application might still be accepted in some circumstances.

Court requirements are usually more formal than the AAT. For more information:

- contact the Federal Court Registry in your state or territory
- go to **fedcourt.gov.au**
- seek legal assistance.

Legal assistance

You can, but do not have to be, legally represented at any stage of the review and appeals system.

Free advice and assistance is available from:

- **welfarerights.org.au**
- **nationallegalaid.org**

For more information

- go to humanservices.gov.au/reviewsandappeals for more information in English
- go to humanservices.gov.au/yourlanguage where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.