

Explanation or formal review of a decision

Purpose of this form



You can use this form to request an explanation or apply for a formal review of a decision we have made.

A request for explanation or application for formal review can also be made by:

- calling us on your regular payment line
- visiting a service centre.

Explanation of a decision

If you do not understand a decision we have made

You can ask for an explanation if you do not understand the decision or the reasons for it. An experienced officer will contact you to explain the decision and answer any questions you have. They might be able to resolve the issue without the need for a formal review of the decision. You can request an explanation at any time. We aim to contact you within 14 days.

Formal review of a decision

If you do not agree with a decision we have made

You can apply for a formal review at any time if you do not agree with the decision or how it affects you. A formal review will be completed by an Authorised Review Officer (ARO). The ARO will:

- where possible, talk to you about the decision
- change the decision if it is appropriate to do so, and
- advise you in writing about the result of the review.

There is no time limit to apply for a formal review of most decisions. However, if the decision is changed there can be time limits that impact the date this takes effect.

We aim to complete a formal review within 49 days.

For more information including time limits, go to servicesaustralia.gov.au/reviewsandappeals

To give us feedback or make a complaint

- Go to servicesaustralia.gov.au/feedback
- Call our feedback and complaints line on **1800 132 468**
- From outside Australia, phone us on one of our international phone numbers
servicesaustralia.gov.au/phoneus

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**.

For more information

Go to servicesaustralia.gov.au/reviewsandappeals or visit one of our service centres.

Call us on your regular payment line, go to servicesaustralia.gov.au/phoneus



Help in your language

To speak to us in your language, call **131 202**.

Call charges may apply.

If you are an Aboriginal or Torres Strait Islander customer and need help with Services Australia payments and services, call the Indigenous Call Centre on **1800 136 380**.

Telephone Typewriter

If you have a hearing or speech impairment, you can call the TTY service on **1800 810 586**.

A TTY phone is required to use this service.



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Explanation or formal review of a decision (SS351)

Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and sign it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.

1 Read this before answering the following question.

If you tick both explanation of decision **and** formal review of decision, **or** make no selection, you will be provided with a formal review of decision.

If you would like an explanation or formal review of more than one decision, you will need to complete a separate form for each decision.

For the definition of an explanation of a decision and a formal review of a decision, refer to page 1 of the **Notes**.

Are you requesting:

Tick one only

An explanation of decision

A formal review of decision

Your details

2 Your Centrelink Customer Reference Number (if known)

You can find this on letters we have sent you, your Health Care Card or Concession Card.

3 Your name

Mr Mrs Miss Ms Mx Other

Family name

First given name

Second given name

4 Your date of birth (DD MM YYYY)

5 Your permanent address

Postcode

6 Read this before answering the following question.

Providing a mobile phone number or an email address means you may receive SMS or emails from us. To read the terms and conditions, go to servicesaustralia.gov.au/em

Your contact details

Home phone number (including area code)

Mobile phone number

Work phone number (including area code)

Alternative phone number (including area code)

Email

7 If you have a partner, do they also want an explanation or a formal review of decision?

No Go to next question

Yes Give details below

Partner's Centrelink Customer Reference Number (if known)

Partner's family name

Partner's first given name

Partner's second given name

Partner's date of birth (DD MM YYYY)



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About the decision you want explained or formally reviewed

8 What was the date of the decision?

You can find this on the letter we sent you about the decision.


<input type="text"/>	<input type="text"/>	<input type="text"/>	(DD MM YYYY)
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9 Which payment or concession card does the decision relate to?

10 What decision do you (and your partner, if applicable) want explained or formally reviewed?

For example, not to pay you, money you owe us, the rate of your payment.

11 Why are you requesting an explanation or applying for a formal review?

 If you have any documents that may assist with your request, lodge them with this form. If you need more time, **return this form and provide the documents** as soon as you can.
If you need more space, provide a separate sheet with details.

Privacy notice

12 You (and your partner, if applicable) need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy

Declaration

13 I declare that:

- the information I have provided in this form is complete and correct.

I understand that:

- giving false or misleading information is a serious offence.

Your signature

Date (DD MM YYYY)

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Your partner's signature

(sign only if partner is requesting a review)

Date (DD MM YYYY)

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Returning this form

Return this form and any supporting documents:

- **online** using your Centrelink online account. For more information, go to servicesaustralia.gov.au/centrelinkuploaddocs
- by post to
Services Australia
Centrelink
PO Box 7800
CANBERRA BC ACT 2610
- in person at one of our service centres.