

ABSTUDY and Assistance for Isolated Children (AIC) 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 about your ABSTUDY or Assistance for Isolated Children (AIC) entitlement.

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 for applying for a formal review of a decision about your entitlement. However, you should apply for a formal review of a debt recovery decision within 3 months of the date of the decision. We aim to complete a formal review within 49 days.

For more information, 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:

- **1800 132 317** – for ABSTUDY
- **132 318** – for Assistance for Isolated Children

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.



This page has been left blank intentionally.

ABSTUDY and Assistance for Isolated Children (AIC) Explanation or formal review of a decision (SY054)

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 complete it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this **Go to 1** skip to the question number shown.

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

Student's details

2 Student's Centrelink Customer Reference Number (if known)

--	--	--	--

3 Student's full name

Mr Mrs Miss Ms Mx Other

Family name

First given name

Second given name

4 Student's date of birth (DD MM YYYY)

--	--	--

5 Permanent address

Postcode

6 Postal address (if different to above)

Postcode

7 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

8 Is someone else helping you with your request, for example, a parent, student counsellor, lawyer or someone else representing you?

No **Go to 12**

Yes *Go to next question*

9 Full name (not the student) of the person or organisation (if applicable)

10 Do you want further correspondence to be sent to them and not to you?

No **Go to 12**

Yes *Go to next question*



CLK0SY054 2212

