

حەدب ئىل كەئىمەنى يى كى ھوكىدىمە، بىر سەدب ئىل كەنىمەنىد؟

محتفجها خهفههيا

 $pprox_2$, Αδο, $pprox_2$ Αδο, $pprox_3$ Ας Εραθή. $pprox_4$ Αδο, $pprox_3$ Ας $pprox_4$ Αδο, $pprox_4$ Αδος, $pprox_4$ Αδος, ppro

لمني كبدس كبد كبد بعدودهم حجك كبنه دومهم.

 λ ς Εζλί αμαλί τς λ υτό ζος , εκιπέ είζος , Δεραθίι ο χου ολίς λ υτός ο τοθίι λ υτοράς είναζος , τότη δαμαράς είναζος είναζος είναζος είναζος είναχος είναχος είνας είνας είναι δου διά είναι εί

γχιώτος γχαίζη γχιία

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Authorised Review Officer ئېچې جڼچوخېه جېټې څڼه ډېټې څڼې چې تن کټېه ډېټې چې دېښې دېښې څڼې ته دېښې تن کټې

- پُذِت دِجُدِجِكُ كُنَّ سَدِّدُ كَتُمَّا دِلْجُعَمَّا دُوبَتُحُمَّا بُنُ مِحْمَا دِ 49 مُحَيَّا
 - بحت جح حديد، فدهند، مجح حمیدا صمه حدید ححید دهمهندا
 - جسکه که مهمهیر ۲۰ مکه سریر
- خجج فاللمجه فل جنجليهه كلكل جهتيها جلتهما خوتضيها ججنهجه...

ζι λος, αιμμί εξελίλος, μι πέι αμίλι εχέμαλι έρχαλλι ής μο Βραμίι.

ئركب كركبان المحتون المحتوان ا

- تغسبنده به جهر دهودکته و دورته و دو
- تجہندی، کے چننٹی 202 131 دوجرحیکہ، کتے ہو قدہوقی تکٹنمجہ،
 - تخستهم کبد عباده ، دیالجه.

- جسومت دود Centrelink مح جک المحدیم داود به Centrelink •
- جەمئىقى (app) ج Express Plus Centrelink مىر بىك ھەتىك.

خسمتور کثمفن servicesaustralia.gov.au/ss351 غنا دخیکریمه کههده د Explanation or formal review of a decision.

ς, ζι συμφο, τείμφο, Δοο, μπιμεί όιζη ση 4Δ μιμείμα, συμφο, τείμφο, Δοο, حَجْدِيدٌ صُدُ:

Centrelink

Reply Paid 7800 Canberra BC ACT 2610

قع فوهفتا حود Assistance for Isolated Children هنبقاء هاه، دهکیمه، بند فهدت مكب كفلا . كفل بك

ABSTUDY and Assistance for Isolated Children (AIC) Explanation or formal جنوب بالمار با

خسمتو، کثماقی servicesaustralia.gov.au/sy054 تی دِمُحبِہہ، ک ABSTUDY and Assistance for Isolated Children (AIC) Explanation or formal .review of a decision form

ي که حمه موکود بحد بند دینه د Centrelink ی

χρίλικα $α_2$ ικο, χζτικο, πέι φτιρέλι $α_1$ φερικο, τι κίι κίταλι έρταλι έρταλι $α_2$ ικο $α_3$ ικο $α_4$ ικο αدَفِدِهُ بِهِ أَنْ اللَّهِ اللَّهُ مُنْكُمُ وَلِأَبْعِكُمُ وَمِتَكُمْكُمْ لَا يُعْجِمُهُ ۚ فَخَبِّمُهُ ۚ قَدْبُهُ ۚ وَقِدْ تَافِرُ فَيَرَّا لَا يَعْجُدُ اللَّهِ عَلَيْكُمْ وَلِكُونَا اللَّهُ عَلَيْهُ مِنْ اللَّهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ اللَّهُ عَلَيْهُ عَلَيْ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلِيهُ عَلَيْهُ عَلَيْهِ عَلَيْهُ عَلَيْهِ عَلَيْهِ عَلَيْهُ عَلَيْهِ عِلَا عَلَيْهِ عَلَيْكُ عَلَيْهِ عَلَيْهِ عَلَيْهِ عَلَيْهِ عَلَيْكُ عِلَيْكُمْ عَلَيْكُمْ عَلَيْهِ عَلَيْهِ عَلَيْكُمْ عَلَيْهِ عَلَيْهِ عَلَيْكُمْ عَلَيْكُمْ عَلَيْكُمْ عَلِي عَلَيْكُمْ عَلَيْكُمُ عَلَيْكُمْ عَلَيْكُمْ عَلَيْكُمْ عَلَيْكُمُ عَلَيْكُمْ

چڭ؛ دَرَثِير دَهِيَهِ؛ دَهُيَهُ؛ دَوَمَهُمُ	المُهِافِرِ دِهُودِيرَا
$\frac{1}{2}$ $\frac{1}$	Assistance for Isolated Children
$76L$ θ ςανλο, θ ι πέι Δίναι ϵ /ταλι έρτ θ ναι λ τος λ τος λ τος λ αλπί λ τος λ τος λ αλπί λ τος λ τος λ αλπί λ αλπί λ τος λ αλπί λ αντί λ	Tertiary Access Payment

يَّ ، لَبِمُكُودِهُ ، خِدِ ذِبْنَا، هَيِهِهُ ، كِلَتِبِهُهُ ، هِنِي دِهُدِنِي كَلُودِنْكُنُودِهُ ، أَكُ دِقَدَتُنَا φιφέλοςο, μ Αϊνλί εχταλί έρτανλί έεκοςο, ίνλο, ανμλο, άτεκλο, ίδι αιεμ لبخر دوصوهرهم بخجر تود بدد موهشتد.

هِجُهُ دَكِبُهُ لَبْضُ دَفِرُهُ مِنْ سَدِرَ هِبَهُ لَا يُنْهُ الْمُبَاكِمُ وَمُعَهُمُ مُوامِنُهُمُ ا

ζωδο, μέν φεσίδο, μί πέι στίχι εγέριχι εότραχί πο που ήτο που το 13 معده فعل جنهد كمجه حود فوهفتل

ښږدکد ۵ودکیا ۱۰۸۲۵۰ کی کرېیا دیښا ډیښن کا ډښدهره، کا سږا کسکا د ۲۰۰۸ ڎۅؾڞ؉٤. ١٥٤ چ١ ڮؾڡ ڮۮ ۿڎۅ؞٥٨ ٩٩٥٥ دركلته١ ودستبوه١.

يُسمه ، وَكُلُ صَيِيمه ، فِدِهِيمه ، في سَدِد هَنَـهُم دِينِهِهَم دُوبِيهُم شَهَد هُذِا دِيدُبُنا دِهنَـهُم دېختنې بحک قودخنه د. دېنې يې توسيلوچه قوهفتن، جحدې بحدي بحدي ب Ερέχτορο, α, αμποαί εφεαιλό, όι ατιώι εχτπάι ερταιάι.

لِسهه ، مُحيمه ، فخيهه ، حوت وُودُا حودِ هُجّا دِلِدُتُا لِلْهُسم.

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$\frac{4}{4}$ $\frac{2}{4}$ 2	
1 - 2 + 2 + 2 + 2 + 2 + 2 + 2 + 2 + 2 + 2	Child Care Subsidy
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$\frac{1}{2}$ τος	Dad and Partner Pay
$\frac{1}{2}$ ωλό, $\frac{1}{2}$ Ε $\frac{1}{2}$ Ες $$	Tertiary Access Payments
$α_{2}$, $α_{3}$, $α_{4}$, $α_{5}$,	Assistance for Isolated Children Scheme
ξ , Εραθίλ χ ο τρε φεγέλλ ενε έντλ, χ ε χ φεανός τη πέλ εντημέλη το αλώλ ε χ κένλ εντημέλη το αλώλ ε χ κένλ εντημέλη το αλώλ εντημέλη το αναθίκη το εντημέλη το αναθίκη το εντημέλη το αναθίκη το εντημέλη το εντημέ	Scheme

٢٠ كِذِ ١٨٥٠ هُوكُودُ كِتُ بِدُ فَكُمُ دُهِدَهُمْ دُكِتُمُمُ دُومِتُهُمُ لَا يُعْدِهُمُ دُومِتُهُمُ

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 \mathbf{x} , φεραί \mathbf{A} ο, τι \mathbf{A} Ε, τι \mathbf{A} Ε, τι \mathbf{A} Ε, τι \mathbf{A} Ε, τι \mathbf{A} Ες τι \mathbf

 $\sigma \stackrel{\cdot}{\searrow} \frac{1}{\sqrt{2}}$ جَدِهُمْ مِدُا هَدِهُمْ وَلِبُعُمْ وَدَبِهُمْ وَمَدُا هُدُوهُمْ وَدُحُوهُمْ وَدُمُوهُمْ مَدُا مَصِدُ اللَّهُ مَدُا مُحَدِّمُ مُعُمْ مَدُا وَدِينَهُمْ مِدُا مَدِهُمُ مَدُا مُحَدِّمُ مَدُا مُحَدِّمُ مُعُمْ مِدُا مُحَدِّمُ مُعُمْ مِدُا مُحَدِّمُ مُعُمْ مُعُمُمُ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمُ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمْ مُعُمُ مُعُمْ مُعُمُ مُعُمْ مُعُمُمُ مُعُمْ مُعُمُ مُعُمْ مُعُمُ مُع

- Assistance for Isolated Children
 - .Rural ex-gratia payment •

ابخر كفدوودي قال ART

ίωλο, γέρ φεφιλο, γο φλώς ε 13 περίζι φο φιρόδι εθραθή ελήθικη έχηθης έρπας εχήθης του έρπανας. Ελήθης του δεί δει περίχις και αξικέντας εχήθης του ART εχήθης του ART τ

2, τωνό, πει Ατικί εχτυκί 2Α Εραθίι ε Ατικί εχτυκί. Ατικό, το ακικί εχτυκί 2Α το ακικί εχτυκί.

جُدْجِہ کٰفِدِومِد عُدْ ART

 $\Delta \phi$ art.gov.au جند ه کنده و کنون ΔRT جند و کنون ΔRT جند و کنون ΔRT و کنون ΔRT و کنون ΔRT و کنون ΔRT

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1, 2ι Αδο, φιλρέι 2ς Αϊτάι εχτυάι φεφιάι ε ART, συλλο, φεφιάο, 2ε Αϊτάι εχτυάι εχτυάι. ΑRT για εναιά εχτυάι εχτυάι εχτυάι εχτυάι εχτυάι εχτυάι.

حەدب ستى جەدۋىد؟

بَسنِي کِي هَپِس فِيدِس کَوجِه ِ حَجِيدُقِيْ دِفِجُهُمْ فَيْ سَدِي هَنَـهُمْ دِهِجُهُمْ دُ ART. يُك ART کِي هَـهُمْ مُحَدِّمْ کُوجِهُ ، هِجِدُقِيْ يْ ، قُومِهُه ، هِنـهُمْيْنِ.

مهجب كيكر كثل المجلد محمد

كنجكل فتوتنكل

ίπλο, συλλο, εξετίλο, φιοφορό, φιοίκι εχίορο, 1, χζτίλο, πέι Ατίχι εχέπλι έοτφιλι επε Ερφάϊι.

نيجهم مخلتكم مهبدكم يحمنين منا مي:

- ejaustralia.org.au Economic Justice Australia عُمكِّا ذِ
 - nationallegalaid.org National Legal Aid ثمقا د

مككته دسوكفه

;ωλό, γλλ βλατιλό, λοκιλίο, λοκιλος κατιλίς κατιλίς κατιλός και άλα καλειλός μολείς το μολε

> فسهتم. کثماقی servicesaustralia.gov.au/ss509 تا محیکی د Application form.

فل محمد کنوها حمد ومدّ

- خسفتم، کثمقاغ servicesaustralia.gov.au/reviewsandappeals فا محمد ومجد ومداده
 حیفتاغ اید کیمانیا
 - خسفتو، کثمائی servicesaustralia.gov.au/yourlanguage بندے جھےبھہ، شدیھہ، فحیطہہ، بہ المتسیمہ، کشودکنوھے تاریختموہہ،
 - جمیده، هنتنهٔ د 202 131 ثه دوهدوسهه، بحد بد بدی ه تیمه دور و کودکیه <math>Centrelink
- جَمِيدُه ، جِننَهُ دِ 13 132 مَا Medicare هُ جِنهُ ، فَمَالِكُ مَا Medicare . فَمَا Support مُوسِدُه ، جُمْدُ فَعَالُمُ اللهُ عَلَيْه مَا كُودُ فَعَنْهُ مَا يُعْمَى اللهُ عَلَيْهِ مَا يَعْمَى اللهُ عَلَيْهِ مَا يَعْمَى اللهُ عَلَيْهِ مَا يَعْمُ عَلَيْهِ مِنْ اللهُ عَلَيْهِ مِنْ اللهُ عَلَيْهِ مِنْ اللهُ عَلَيْهُ عَلَيْهُ مِنْ اللهُ عَلَيْهُ عَلَيْهُ مِنْ اللهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ مِنْ اللهُ عَلَيْهُ عَلِيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلِيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلَيْهُ عَلِيْهُ عَلَيْهُ عَلَيْ
 - هده می د به میکده ، دیکنده .

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φιφέλι: φωτέχει φ, αξυο, ετώσο, ζαιτεί ε '11' φ, ελώς ερεώς το 1000πείς κτιφέλις ελικός εκτάς ετώς. Τος Αρακά τλεί εκτάς εκτάς επέχει εκτάς εκτ

هذوجئة

ιπί εντπάλι είπι Εξαλί τζο ίναν ζωσή φοεχτολί είζο Επηγλί οχούνλι τον Ερεχτί ομάφαλι, απηγίτολος ν. Απο επαληνό, Εραστί τι τέκαλι τι Ερεχτί ονάτελι εντή τον Ισούνος ο εκτάτελι.

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What are your options if you do not agree with a decision?

If you do not understand or agree with a decision we have made, you can ask for an explanation or apply for a formal review.

Explanation of decision

You can ask us to explain our decision. You may want to ask for an explanation if you do not understand a decision we have made.

You can do this at any time.

An experienced staff member will contact you to explain the decision and answer any questions you have. We might be able to sort out your concerns or change the decision without needing a formal review.

When you ask for an explanation, we aim to contact you within 14 days.

You do not have to pay for an explanation of a decision.

Formal review

You can apply for a formal review of our decision. You may want to apply for a formal review if you understand our decision but disagree with it.

You can apply for a formal review at any time. You do not have to ask for an explanation first.

When you apply for a formal review, our Authorised Review Officer will:

- · aim to complete the formal review within 49 days
- look at the facts, the law, and the policy involved in the decision
- · change the decision if it is wrong
- write to you to let you know the outcome of your formal review.

You do not have to pay for a formal review of a decision.

How to ask for an explanation or formal review

You can ask for an explanation or apply for a formal review using any of the following options:

- calling your regular Centrelink payment line
- calling us on 131 202 to speak with someone in your language
- visiting a service centre.

You can also fill in the *Explanation or formal review of a decision* form and give us any supporting documents online, using either:

- your Centrelink online account through myGov
- the Express Plus Centrelink mobile app.

Go to **servicesaustralia.gov.au/ss351** to download the *Explanation or formal review of a decision* form

If you cannot give the documents to us online, you can post them to:

Centrelink Reply Paid 7800 Canberra BC ACT 2610

For decisions about Assistance for Isolated Children you need to fill in a different form. This is the ABSTUDY and Assistance for Isolated Children (AIC) Explanation or formal review of a decision form. You can return it to us using the details on the form.

Go to **servicesaustralia.gov.au/sy054** to access the *ABSTUDY* and *Assistance* for *Isolated Children* (AIC) Explanation or formal review of a decision form.

If you disagree with a Centrelink debt

Generally, you can ask for an explanation or apply for a formal review of your debt at any time. Some debts have different time limits for you to apply for a formal review. You can read more about time limits below.

Payment type	Formal review time limits
Assistance for Isolated Children	You must apply for a formal review within 3 months from the date we made our decision.
Tertiary Access Payment	You must apply for a formal review within 13 weeks from when we tell you about the decision.

If you have a debt, you can ask us to pause your repayments until your explanation or formal review is complete. You can do this when you talk to us about a decision.

Time limits when applying for a formal review

You should apply for a formal review within 13 weeks from the date we tell you about the decision.

Some payments have different time limits for you to apply for a formal review. This applies to both claim and entitlement decisions.

You can still apply for a formal review after your payment review time limit. However, if the decision is changed, you may only get your payment from the date you apply for the formal review.

You can read more about time limits below.

Payment type	Formal review time limits
Family Tax Benefit	You should apply for a formal review within 52 weeks from the date we tell you about the decision.
Family Tax Benefit and Child Support	You should apply for a formal review within 52 weeks from the date we tell you about the decision.
	If you are also a Child Support customer and the decision affects your child support assessment, you should apply for a formal review within 28 days from the date we tell you about the decision.
Child Care Subsidy	You should apply for a formal review within 13 weeks from the date we tell you about the decision.
Parental Leave Pay	You should apply for a formal review within 28 days from the day we make the decision.
Dad and Partner Pay	You should apply for a formal review within 28 days from the day we make the decision.

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Tertiary Access Payments	You must apply for a formal review within 13 weeks from when we tell you about the decision.
Assistance for Isolated Children Scheme	You can apply for a formal review at any time. If the decision is about the recovery of a debt, you must apply for a formal review within 3 months from the date we made the decision.

If you disagree with a formal review outcome

If you disagree with a formal review outcome of a Centrelink decision, you can ask the Administrative Review Tribunal (ART) to review it. The ART is an independent tribunal.

The ART has 2 review levels. This means if you disagree with the ART's first review, you can apply for a second review.

If you are applying to the ART, you can ask us to pause your debt repayments until the ART's first review is complete.

There may be a different review and appeal process if the decision relates to the following payments:

- Assistance for Isolated Children
- Rural ex-gratia payment.

When to apply to the ART

You should apply within 13 weeks from the date of our formal review decision. You can still apply for an ART review after 13 weeks. However, if the ART changes the decision, you may only get your payment from the date you applied for the review.

If you want a review of a Paid Parental Leave Scheme decision, you should apply within 28 days of our formal review decision.

How to apply to the ART

To apply for an ART review of a decision, go to art.gov.au and follow their instructions.

After you submit an application, we will send the ART a statement. It will contain the reasons for the decision and relevant agency documents. You will also get a copy of our statement and documents.

If you disagree with the ART's first review, you may be able to apply for a second ART review. You should make an application for a second ART review within 28 days of receiving the first review decision.

What are the costs?

For some types of decisions, there may be an ART application fee.

We cannot help you with the costs of applying for an ART review. The ART also cannot award you costs if you are successful.

If your review with the ART is unsuccessful, we do not ask you to pay our costs.

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What else you should know

Legal assistance

You can choose to have your own legal representative if you seek a formal review of a decision.

Free advice and assistance is available from:

- Economic Justice Australia website ejaustralia.org.au
- National Legal Aid website nationallegalaid.org

Compensation claims

In some cases you may be able to claim compensation if you think we have made a mistake that has caused you a financial loss or other harm.

You should explore all of your review options before you claim compensation. We may not compensate you if other options can resolve the issue.

You can claim compensation by completing the *Compensation Application* form. If you cannot print it, you can ask staff at your local service centre to print the form. You can also call us on your regular Centrelink payment line or **131 202** and we can send it to you. When calling your payment line, let us know if you need an interpreter, and we will arrange one for free.

Go to servicesaustralia.gov.au/ss509 to download the Compensation Application form.

For more information

- Go to servicesaustralia.gov.au/reviewsandappeals for more information in English
- Go to **servicesaustralia.gov.au/yourlanguage** where you can read, listen to or watch information in your language
- Call 131 202 to speak with someone in your language about Centrelink payments and services
- Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- 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 is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.

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