



如果不同意我们的某项裁决，可有哪些选择？

如果不理解或不同意我们做出的某项裁决，则可要求我们解释或申请正式复审。

解释原因

您可要求我们解释为何做出某项裁决。如果不理解我们所做的某项裁决，则可要求获得解释。

可随时要求我们对某项裁决做出解释。

我们经验丰富的工作人员会与您联系，解释我们为何做出某项裁决并且回答您的任何疑问。我们也许能够解决您的顾虑，或者无需通过正式复审就可改变某项裁决。

当您要求我们做出解释时，我们会致力在 14 天内与您联系。

无需支付任何费用，即可要求获得某项裁决的背后原因。

正式复审

可申请对我们的某项裁决进行正式复审。如果理解但不同意我们的某项裁决，则可申请对其进行正式复审。

可随时申请正式复审。无需事先要求我们做出解释。

申请正式复审时，我们的 Authorised Review Officer 会：

- 致力于在 49 天内完成正式复审
- 复审裁决中涉及的事实、法律和决策
- 如果裁决有误，则会做出更正
- 书面通知正式复审结果。

无需为裁决的正式复审付费。

如何要求获得解释或申请正式复审

可使用以下任一选项要求获得解释或申请正式复审：

- 拨打常规的 Centrelink 福利金热线
- 致电 **131 202**，使用中文垂询
- 造访服务中心。

此外，还可填写 *Explanation or formal review of a decision* 表格，并通过以下方式在线向我们提供任何材料：

- 通过 myGov 的 Centrelink 在线帐户
- Express Plus Centrelink 手机应用程序。

访问 servicesaustralia.gov.au/ss351 下载 *Explanation or formal review of a decision* 表格。

如果无法在线向我们提供材料，则可将材料邮寄到：

Centrelink

Reply Paid 7800

Canberra BC ACT 2610

对于 Assistance for Isolated Children 的相关裁决，需要另外填写其他表格。这是 *ABSTUDY and Assistance for Isolated Children (AIC) Explanation or formal review of a decision* 表格。可使用表格上的详细信息回寄给我们。

访问 servicesaustralia.gov.au/sy054 获得 *ABSTUDY and Assistance for Isolated Children (AIC) Explanation or formal review of a decision* 表格。

如果不同意相关 Centrelink 债务

一般来说，可随时要求我们做出解释或申请对债务进行正式复审。对于部分类型的债务，申请正式复审的时限可能会有所不同。请阅读下文，了解更多关于申请时限的内容。

福利金类型	正式复审申请时限
Assistance for Isolated Children	必须在我们做出裁决后的 3 个月内申请正式复审。
Tertiary Access Payment	必须在我们通知裁决结果后的 13 周内申请正式复审。

如果您有债务，则可要求我们暂停您的还款，直到解释或正式复审程序完成为止。就某项裁决有异议时，可要求我们暂停债务还款程序。

正式复审的申请时限

应在我们通知裁决结果之日起 13 周内申请正式复审。

对于某些福利金，正式复审申请时限可能会有所不同。这适用于福利金申请和福利裁决。

在福利金复审时限期过后，仍可申请正式复审。但如果裁决被改变，则可能只能从申请正式复审之日起获得福利金付款。

请阅读下文，了解更多关于申请时限的内容。

福利金类型	正式复审申请时限
Family Tax Benefit	应在我们通知裁决结果之日起 52 周内申请正式复审。
Family Tax Benefit and Child Support	应在我们通知裁决结果之日起 52 周内申请正式复审。 如果您同时也是 Child Support 客户，且裁决影响了您的儿童抚养费评估结果，则应在我们通知裁决结果之日起 28 天内申请正式复审。
Child Care Subsidy	应在我们通知裁决结果之日起 13 周内申请正式复审。
Parental Leave Pay	应该在我们做出裁决后的 28 天内申请正式复审。
Dad and Partner Pay	应该在我们做出裁决后的 28 天内申请正式复审。
Tertiary Access Payments	必须在我们通知裁决结果后的 13 周内申请正式复审。
Assistance for Isolated Children Scheme	可随时申请正式复审。 如果裁决与追债有关，则必须在我们做出裁决之日起 3 个月内申请正式复审。

如果对正式复审结果有异议

如果不同意 Centrelink 裁决的正式复审结果，则可要求 Administrative Review Tribunal (ART) 进行复审。ART 是一个独立的仲裁庭。

ART 有 2 个复审级别。换言之，如果您不同意 ART 的第一次复审，则可申请第二次复审。

如果正在申请 ART 复审，则可要求我们暂停您的债务偿还，直到 ART 的第一次复审完成。

如果裁决涉及以下福利金，则可能会有不同的复审和上诉流程：

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

何时向 ART 提出申请

应在我们做出正式复审裁决后的 13 周内提出申请。13 周过后仍可申请 ART 复审。但如果 ART 更改了裁决结果，您可能只能从申请复审之日起获得福利金付款。

如果希望对 Paid Parental Leave Scheme 的裁决提出复审申请，则应在我们做出正式复审裁决后的 28 天内提出申请。

如何向 ART 提出申请

要对某项裁决向 ART 提出复审申请，请访问 art.gov.au 并按照说明进行操作。

在提交申请后，我们将向 ART 发送一份声明。其中会包含做出此项裁决的理由和相关的机构文件。您也会收到我们的这份声明及相关文件。

如果不同意 ART 的第一次复审结果，则可申请第二次 ART 复审。应在收到第一次复审裁决结果的 28 天内申请第二次 ART 复审。

费用如何？

对于某些类型的裁决，可能要支付 ART 申请费。

我们无法帮助您支付申请 ART 复审的费用。如果复审成功，ART 也不会裁决我们为您支付费用。

如果 ART 复审不成功，我们也不会要求您支付我们的费用。

其他事宜

法律援助

如果就某项裁决寻求复审，则可选择使用法律代理人。

可从以下聚到获得免费咨询和帮助：

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

索赔

在某些情况下，如果认为我们犯的错误给您造成了经济损失或其他伤害，则可提出索赔要求。

提出索赔之前，应尝试所有复审渠道。如果其他渠道可以解决问题，我们可能不会对您进行赔偿。

可通过填写 *Compensation Application* 表格提出索赔。如果无法打印，则可要求当地服务中心的工作人员为您打印该表格。此外，也可拨打常规 Centrelink 福利金热线或 **131 202** 联系我们，我们会将表格寄送给您。拨打福利金热线时，如果需要口译服务，请告诉我们，我们将免费为您安排口译员。

请访问 servicesaustralia.gov.au/ss509 下载 *Compensation Application* 表格。

更多信息

- 请访问 servicesaustralia.gov.au/reviewsandappeals 获得更多英文信息
- 请访问 servicesaustralia.gov.au/yourlanguage 获得中文版本的文本、音频或视频信息
- 请致电 **131 202**，使用中文咨询 Centrelink 福利金和服务的相关信息
- 欲办理 Medicare 事宜，请致电 **132 011**；欲办理 Child Support 事宜，请致电 **131 272**。如需口译服务，请告诉我们，我们将免费为您安排口译员
- 到访服务中心。

注意: 从澳大利亚任何地方用座机拨打“13”打头的电话号码，费用固定。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。座机拨打“1800”号码免费。如果使用公共电话或移动电话，电信提供商可能会对您的通话计时并收取较高费用。

免责声明

本出版物所包含信息仅用作福利金和服务指南。您有责任裁决是否要申请福利金，并针对您的具体情况提出申请。



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.

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.

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.