

Explanation or formal review of a decision

When to use this form



Use this form to request an explanation or formal review of a decision.

A request for an explanation or 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 our decision

You can ask for an explanation of a decision at any time. An experienced officer will contact you to explain the decision and answer your questions. They might be able to resolve the issue without the need for a formal review.

We aim to contact you within 14 days.

Formal review of a decision

If you do not agree with our decision

You can apply for a formal review at any time, including after you have had an explanation of a decision. 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
- 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.

If the decision is about money you owe us, we may ask you to start making repayments while we review the decision.

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

Information in your language

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

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**.

Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to servicesaustralia.gov.au and search 'other support and advice'.



Keep these Notes (pages 1 to 1) for your information.

This page has been left blank intentionally.

Explanation or formal review of a decision (SS351)

Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, or you can print it.

For help on how to fill in our forms, go to **servicesaustralia.gov.au/formhelp**

If you have a printed form:

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

1 Read this before answering the following question.

You **must** tick **one** option only. If you tick both options or do not select an option, you will be provided with an explanation of decision. We aim to contact you within 14 days to provide the explanation.

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 ☐

We aim to contact you
within 14 days.

A formal review of decision ☐

We aim to complete a
formal review within 49 days.

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.

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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)

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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 formal review of a decision?

No ☐ Go to next question

Yes ☐ Give details below

Partner's Centrelink Customer Reference Number (if known)

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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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8 Do you want to nominate a support person for us to discuss your request with?

A support person can sit with you or talk on your behalf.

No ☐ Go to next question

Yes ☐ Give details below

Person's full name

Contact phone number (including area code)

9 Do you want to nominate a professional representative for us to discuss your request with?

For example, a lawyer.

No ☐ Go to next question

Yes ☐ Give details below

Person's full name

Organisation name

Position in organisation

Contact phone number (including area code)

About the decision you want explained or formally reviewed

10 What was the date of the decision?

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

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 (DD MM YYYY)

11 Which payment or concession card does the decision relate to?

12 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.

13 Why are you requesting an explanation or 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

14 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/privacypolicy

Declaration

15 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)

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Your partner's signature

(sign only if partner is requesting a review)



Date (DD MM YYYY)

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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
Reply Paid 7800
CANBERRA BC ACT 2610
- in person at one of our service centres.