

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

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

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

You can request an explanation or formal review if you are the:

- applicant
- student
- Australian Apprentice
- responsible debtor, including third party organisations (TPO).

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 for a formal review of an ABSTUDY or AIC decision. However, 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, 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/phonenumber

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

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.



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ABSTUDY and Assistance for Isolated Children

Explanation or formal review of a decision (SY054)

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.
- Where you see a box like this ☐ **Go to 1** skip to the question number shown.

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 want us to explain or review more than one decision, you will need to complete a separate form for each decision.

If you do not know which one to tick, read what each option means on 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.

Student's details

2 Student's Customer Reference Number (if known)

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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)

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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 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)



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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 decision do you want explained or formally reviewed?

ABSTUDY or AIC eligibility ☐

Overpayment or debt recovery ☐

Other ☐ Give details below

11 What was the date of the decision?

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

(DD MM YYYY)

12 Why are you requesting an explanation or formal review?



If you have any documents that may help 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

13 You 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

14 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.

☐ I have read, understood and agree to the above.

Date (DD MM YYYY) (you **must** date this declaration)

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Your signature (**only** required if returning by post or in person)



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.