



When to use this form



Use this form to claim compensation from Services Australia for financial loss or personal injury suffered as a result of our negligence or defective administration.

You need to read these notes before you fill in the form. They tell you about:

- settlements in cases where the Commonwealth is legally liable, and the Compensation for Detriment caused by Defective Administration (CDDA) Scheme
- what sort of losses or injuries you can claim compensation for
- the process for deciding your claim
- your right to seek assistance from the Commonwealth Ombudsman.

Before using this form

Before lodging a claim for compensation, talk to us about whether there is any other way to fix the problem. Options such as review or appeal should be explored before a claim is considered under the CDDA scheme.

Compensation for Detriment caused by Defective Administration (CDDA)

The CDDA Scheme provides for compensation where a person has suffered reasonably foreseeable financial loss, personal injury or property damage where one or more of the following criteria have been met:

- a specific and unreasonable lapse in complying with existing administrative procedures that would normally have applied to the claimant's circumstances
- an unreasonable failure to institute appropriate administrative procedures to cover a claimant's circumstances
- giving advice to (or for) a claimant that was, in all circumstances, incorrect or ambiguous
- an unreasonable failure to give to (or for) a claimant, the proper advice that was within the official's power and knowledge to give (or was reasonably capable of being obtained by the official to give).

We apply the guidelines for the CDDA Scheme, published by the Department of Finance in the relevant Resource Management Guide 409. For more information, go to **finance.gov.au** and search for 'CDDA'.

Types of loss

You can claim for loss or injury including:

- economic loss arising from personal injury (such as medical expenses)
- economic detriment that is not related to a personal injury (pure economic loss)
- detriment relating to damage to property.

Under the CDDA Scheme compensation is not payable solely for grief or anxiety, hurt, humiliation, embarrassment, disappointment, stress or frustration that is unrelated to a personal injury, no matter how intense the emotion may be.

You can only claim losses which were caused by our negligence or defective administration, and the losses you have suffered must be reasonably foreseeable and not too remote. If there were reasonable actions you could have taken to avoid or limit your loss, we will take this into account when considering an offer of compensation.

Keep these Notes (Pages 1 to 2) for your information.

Compensation application

Legal Liability

The decision whether to pay compensation must be based on whether there is a meaningful prospect of liability being established. Settlement of the claim must be in accordance with legal principle and practice, including by being made in accordance with section 64 of the Legal Services Directions 2025.

For a claim of negligence causing loss or damage to succeed, all of the following must be established:

- a duty of care to a reasonable standard was required
- a failure to conform to that standard occurred (that is, a breach of that duty)
- the person suffered reasonably foreseeable economic loss because of the breach of the duty of care
- there is a reasonable connection between the breach of the duty and the economic loss suffered.

Claim process

We will send you an acknowledgement letter within 14 business days of receiving your claim. We process claims in the order they are received. If your claim is complex it may take longer to resolve.

There is no need to contact us to enquire about the progress of your claim as this will not hasten the process. If you do not receive an acknowledgement letter within 14 days, email us at **customer.compensation@servicesaustralia.gov.au**

Correspondence about your compensation claim will not be sent via your myGov account.

If you disagree

If you are dissatisfied with the decision or the way we have handled your matter, you can contact us directly to discuss and/or seek assistance from the Commonwealth Ombudsman. The Ombudsman can look at whether the decision was fair and reasonable in the circumstances.

For more information

Go to **servicesaustralia.gov.au** and search 'Claiming compensation from us' or visit the Department of Finance website **finance.gov.au** and search for 'CDDA'.

Call us on one of the numbers below:

ABSTUDY	1800 132 317
Child Support	131 272
Disability and Carers	132 717
Employment Services	132 850
Families	136 150
Medicare	132 011
Older Australians	132 300
Youth and Students	132 490

For more information about how to lodge documents online, go to **servicesaustralia.gov.au/centrelinkuploaddocs**



Information in your language

We can translate documents you need for your application for free.

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



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'.



Compensation application (SS509)

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.

Other ways of fixing this must be investigated before a matter can be considered under the CDDA scheme.

Have you sought a review or appeal before lodging this claim?

No ☐ **STOP** Contact us to discuss your review and appeal options before lodging this compensation claim.

If you have not lodged a review or appeal or if this process is not finalised, but you want to continue with a compensation claim, explain below why this option is not available or would not provide the outcome you want.

If you are continuing with a compensation claim

► **Go to next question**

Yes ☐ Review reference

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2 Read this before answering the following question.

The CDDA scheme cannot be used to offset the payment of any recoverable debt owed to the Commonwealth.

Is your claim about a debt owed to the Commonwealth?

No ☐ **Go to next question**

Yes ☐ **STOP** Do not complete this form. To apply for a debt waiver from the Department of Finance go to finance.gov.au and search 'Waiver of a debt'. You need to exercise all of your review rights first.

3 Are you claiming compensation for a personal injury?

No ☐ **Go to 5**

Yes ☐ Medical evidence will be required to support a personal injury claim.

► **Go to next question**

4 Are you able to provide the medical evidence?

No ☐ **STOP** Wait to lodge your claim when medical evidence is able to be provided.

Yes ☐ Provide copies of the medical evidence to support your claim for a personal injury.

► **Go to next question**

5 Your Centrelink Customer Reference Number (if known)

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Child Support Reference Number

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Medicare card number

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Ref no.

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6 Your name

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other

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Family name

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First given name

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Second given name

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7 Your date of birth (DD MM YYYY)

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