ماذا سيكون الوضع إذا لم ترتف من قرار ما؟

إذا لم ترتف عن قرار ما بخصوص استحقاقاتك، لديك الحق في طلب إجراء مراجعة لقرارك.

يمكنك طلب إجراء مراجعة لقرارك بخصوص الدفعات والخصومات الخاصة بك، أو تقديم دعم الطفل عن طريق الكتابة إلى أي service centre، الاتصال بهم، أو زيارة أي service centre.

نحن لا نمزّع ضد الزبائن الذين يمارسون حقوقهم في الاستئناف.

تحدث إلينا إذا رغبت في مزيد من المعلومات عن قرار ما يمكنك طلب إجراء مراجعة.

طلب إجراء مراجعة

إذا لم توافق مع أي قرار يمكنك طلب إجراء مراجعة لقرارك، ويمكنه تغيير القرار إذا كان خاطئاً.

يمكنك طلب إجراء مراجعة عن طريق:

- الاطلاع على استمارة Review of a Centrelink decision، وتعبئتها وطباعتها وإرسالها إلى أي service centre.
- زيارة أي service centre.
- الاتصال بنا هاتفياً.
- زيارة أي service centre.

موظف المراجعة سوف:

- يتحدث إلينا بخصوص القرار، حسبما أمكن.
- ينظر في الوقائع والقانون والسياسة.
- يقوم بتغيير القرار إذا لم يكن صائباً، و
- يبلغك خطياً بخصوص نتيجة المراجعة.

Administrative Appeals Tribunal

إذا كنت غير راضيا عن القرار الصادر عن موظف المراجعة، يمكنك في معظم الحالات طلب مراجعته بواسطة Administrative Appeals Tribunal (AAT) أو ABSTUDY. Administrative Appeals Tribunal (AAT) لويلي فقد تم تغيير القرار بعد قرار موظف المراجعة بموافقة AAT. هذا يعني أن AAT قانونية، ويتم تقديم طلب بطلب AAT الأولى، فيمكنك التقدم بطلب بطلب AAT ثانية.

إذا كنت غير راضيا عن نتيجة مراجعة AAT الأولى، فيمكنك التقدم بطلب مراجعة AAT ثانية. إذا لم تكون راضيا عن نتيجة مراجعة AAT الأولى، فيمكنك التقدم بطلب Bطل AAT الثانية خلال 28 يوماً من تلقي قرار مراجعة AAT الأولى.
WHAT IF YOU DO NOT AGREE WITH A DECISION? 

Department of Human Services

There are no fees to make a claim to AAT. We won’t help you with the costs you may have to bear if you request AAT to review your decision. We cannot reclaim any costs from AAT if you win and then cannot be made to pay our costs if you lose.

To request a copy of the information and evidence AAT gathered to make the decision and any other matters relevant to the decision, you can:
• call Freecall™ 1800 228 333
• visit aat.gov.au

After you submit a claim to AAT, we will send a decision and the relevant information and evidence to AAT. We will then send you a copy of the information and evidence.

If you disagree with AAT, you may request a hearing before a member of AAT. If you win, you may seek a refund from AAT if you were required to pay costs. If you lose, you will not be required to pay costs unless you apply to AAT to make an order.

If you cannot appear in person, you can request a hearing in absentia. However, you cannot have a representative present.

If you cannot agree on the facts of the case, you may request a rehearing before a member of AAT. If you win, you may seek a refund from AAT if you were required to pay costs.

AAT is bound by its own decisions and decisions of the High Court. However, any appeal to the Federal Court must meet certain criteria.

There is generally a fee to appeal to the Federal Court. You may be able to avoid these fees if you represent yourself.

The usual requirements of the courts are generally more onerous than those of AAT. However, you may be able to request assistance from organizations.

The law on appeal is generally more complex than the law on appeal to AAT. However, you may be able to request assistance from organizations.

You may be able to request assistance from organizations.

If you disagree with AAT’s decision, you may request a rehearing. However, you cannot have a representative present.

If you cannot agree on the facts of the case, you may request a rehearing before a member of AAT. If you win, you may seek a refund from AAT if you were required to pay costs.

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WHAT IF YOU DO NOT AGREE WITH A DECISION?

Department of Human Services

• Visit the website humanservices.gov.au/reviewsandappeals
• Call the number 202 131 for a conversation with a staff member in your language,
• Visit any service centre.
What if you do not agree with a decision?

If you do not agree with a decision about your entitlements, you have the right to ask for a review of the decision.

You can ask for a review of a decision about your payments and rebates, or a child support assessment, by writing to, calling or visiting one of our service centres.

We do not discriminate against customers who exercise their right of appeal.

Talk to us

If you would like more information about a decision, you should contact us. We will check the details and explain the decision. This gives you a chance to correct misunderstandings and present new information.

Ask for a review

If you do not agree with a decision, you can ask for a review. We will forward the matter to a review officer who has not been involved in the decision and can change the decision if it is wrong.

You can ask for a review by either:

- telephoning us
- viewing the Review of a Centrelink decision form, filling it in, printing it and posting it to any service centre,
- visiting a service centre.

The review officer will:

- talk to you about the decision where possible
- look at the facts, the law and policy
- change the decision if it is not correct, and
- advise you in writing about the result of the review.

Administrative Appeals Tribunal

If you do not agree with the decision made by the review officer, in most cases you can then seek review by the Administrative Appeals Tribunal (AAT). If the decision is about ABSTUDY or Assistance for Isolated Children (and not a debt), or about a rural ex-gratia payment, there may be a different review and appeal processes.

The AAT is an independent tribunal. It has the power to change decisions but only according to the law and only after a review officer has reviewed the case. There are two levels of review by the AAT. If you do not agree with the outcome of the AAT first review, you may be able to apply for an AAT second review.
You should request an AAT first review **within 13 weeks** of being notified about the review officer’s decision. If your request is more than 13 weeks after being notified and the decision is changed, you may only receive your entitlement from the date you requested the review.

If you do not agree with the outcome of the AAT first review, you may be able to apply for an AAT second review. You should request an AAT second review within 28 days of receiving the AAT first review decision.

There is no charge for lodging an application to the AAT. We will not assist you with costs you may incur in pursuing a review by the AAT. You cannot be awarded costs by the AAT if you are successful and in turn you cannot be required to pay our costs if you are not successful.

For more information, or to request a review, you can:
- phone Freecall™ 1800 228 333
- go to aat.gov.au

After you have lodged an application to the AAT, we will lodge a statement of reasons for the decision and all relevant department documents to the AAT. You will receive a copy of the statement and documents.

The AAT may hold a conference at which you can talk to our representative. At this conference, the AAT will seek to clarify the issues and, if possible, resolve the matter to the satisfaction of both parties.

If the matter is not resolved, the AAT will give each party the opportunity to present evidence and argue their case. This may be in a public hearing.

Decisions made by the AAT are binding on both parties. Either can appeal an AAT decision to the Courts, but only on a question of law.

## Court appeals

An appeal against an AAT second review decision on a question of law is made to the Federal Court. Ultimately, a full Federal Court decision can be appealed to the High Court, if the High Court grants you Special Leave to appeal to the High Court.

Court appeals are not free, but you may have the lodgement fee waived and keep costs down by representing yourself. If your appeal is unsuccessful, you may have to pay costs we have incurred. If your appeal is successful, we may have to pay your costs.

An application should be lodged with the Federal Court Registry within **28 days** of receiving the AAT’s decision in writing, although a late application might still be accepted in some circumstances.

Court requirements are usually more formal than the AAT. For more information:
- contact the Federal Court Registry in your state or territory
- go to fedcourt.gov.au
- seek legal assistance.
Legal assistance

You can, but do not have to be, legally represented at any stage of the review and appeals system.

Free advice and assistance is available from:

- welfarerights.org.au
- nationallegalaid.org

More information

For more information about what to do if you do not agree with a decision about your entitlements:

- visit humanservices.gov.au/reviewsandappeals
- call 131 202 to speak to someone in your language,
- visit a service centre.