



## ŃŃ BĚ ROT LOOI TĚ JĚY ȲEN WĚT CĚ TEEM?

Na jai wĕt cĕ teem alŃ wĕu bĕ ya dŃm yĭn, ka yĭn a leŃ yiny bĭn kŃc lĕk bĕ wĕt cĕ teem bĕn caath rin bĕ tĭŃ lon cĭ wĕt Ńĭec teem.

Yĭn a leŃ yiny bĭn kŃc lĕk bĕ kuaŃ wĕt cĕ teem bĕn caath, ku a lĕu bĕ ya wĕt cĕ teem alŃ wĕu ye dŃm ku wĕu kŃk ye yĭ kony tĕdĀ ka lĕu bĕ wĕu ye yĭ kony muŃŃk meth – ku na wĭc wĕt ba lueel ka yĭ gĕt, ka yĭ yup tĕdĀ yĭ nem kuaŃ pan ca lc bĕyĭ kuaan luŃy (service centres) yĭic.

KŃŃc Ńĭc yĭeny den ku yekĀ wĕt cuk teem cola ben caath aa cuk ye dĀc cŃk buk guur.

### Jaam ke ȳook

Na leŃ dĕd wĭc ba Ńĭc alŃ wĕt cĕ teem, ka path ba jam ke ȳook. Wĕl aa buk caath yĭic ku lĕkku yĭn dhĕl cĭ wĕt teem. Na loi keya ka yĭn a leŃ riel bĭn wĕt ka ca kuŃc deet yic cŃk piny ku wĕt yam yen jal muk.

### CŃl wĕt a cĕeth

Na jai wĕt cĕ teem, ka yĭn a leŃ riel bĭn wĕt cŃl a cĕethl. Wĕt du a buk tuŃc bĕny wĕl cĕ teem caath ku ye raan ka kĕc ye ciin kaŃ mat wĕt du wĀar teem yeen ku yeen a leŃ riel bĭ yen wĕt cĕ teem wĕnthĕer bĕn waar yic tĕ cĭ wĕt kuŃc teem.

A lĕu ba kŃc lĕk bĕ wĕt cĕ teem bĕn caath dhŃl kĀ:

- YuŃp ȳook;
- TĭŃ athŃr ĕ Cĕeth Wĕt cĭ Centrelink Teem (*Review of a Centrelink decision*), thiŃŃ, gĀt bei ku tuŃc kuaŃ pan luŃy (service centre),
- ka yĭ nem pan luŃy (service centre).

Bĕny wĕl cĕ teem caath a bĕ:

- jam ke yĭn alŃ wĕt cĕ teem tĕ lĕu yen rot;
- yĭth tŃu caath, ku cĕeth lŃŃ ku wĕlcĭeyŃ;
- wĕt cĕ teem waar yic tĕ cĭ wĕt kuŃc teem; **ku**
- lĕk yĭn dhĕl gĀt alŃ cĕeth cĭ wĕt duun cĕ teem wĕnthĕer bĕn caath.

### Akut Luk WĕlmĀac (Administrative Appeals Tribunal)

Na jai cĕeth cĭ wĕt duun cĕ teem wĕnthĕer bĕn caath, ka kĕn rot looi akin – a lĕu ba wĕt cĕ teem bĕn ȳath tĕn Akut Luk WĕlmĀac cŃl Administrative Appeals Tribunal (AAT). Na ye wĕt cĕ teem kĕ thiĀak ke wĕu ABSTUDY tĕdĀ ka wĕu KuŃŃy ĕ Mĭth CĕŃ RŃt cŃl Assistance for Isolated Children (ku a ce kĀny), tĕdĀ ka wĕu ye kŃŃc cĕŃ tĕ mec ke gĕu kony, ka tĕkdĀ bĕ laŃ cĕeth dĕd loithok ku dhĕl dĕd loithok bĭ wĕt luk.

Akut AAT ee luk ka cĭn raan riĕc kek. Akut kĕn a leŃ riel bĭ yen wĕt cĕ teem bĕn caath ku wĕer yic, bĕyakĕdĀŃ ee lŃŃ rot yen yekĀ kuany cŃk ku luŃŃ den a jal bĕn tĕ cĭ bĕny cĕeth wĕl cĕ teem wĕt kaŃ caath. AAT a leŃ nyĭn ka rou. Na jay wĕt tuery cĭ AAT teem, ka tĕkdĀ ba leŃ riel bĕn yĭn gĕt tĕn keek bĕ AAT wĕt du bĕn bĕer piny cĕeth.

Apath ba AAT l k b  w t du caath ka **wik 13** k c tu om gol t n l k y  w t c  b ny c eth w t du lueel. Na jol w t lueel ka kaam wan wik 13 c  th k ku jal w t b n la t em t  duun wi c yeen, ka t kd  b  w  u d m y in gol k ol ka jol y n w t lueel ba cola c eth.

Na jai w t tuel c  AAT teem, ka l u ba w t lueel b  AAT w t du ben caath arak rou. Apath ba w t lac l k AAT b  w t du ben b er piny c eth ka kaam wan n n 28 k c wan gol k ol w ar lueel AAT w t cik y k c eth tuel yic.

A c n w  u b  c ol y in t  cuet y n ath or b  AAT w t duun c  teem ben la caath. Y n a cuk b  kony w  u kueny y n lu  AAT c k. Akut AAT a c  w t b  teem b  w  u kuun luk cool t  c  y in la t m yic ku ee yen t d  aya y n a ce l k b  w  u kuaan c  luk nyaai cool t  c  yo t m yic.

Na w c l k k k, t d  ka y n a w c c eth w t c  tem, ka y n a l u ba:

- yup telepun majan k n **Freecall™ 1800 228 333**
- l kayukar neem t n **aat.gov.au**

Na ca ath or cuat t n AAT, ka y k aa b  ath or tu c AAT ku ye ath r luel k k ke col y ok a tem w t dh l cuk t m yeen ku tucku keek kuat ath r d d muk amatnhom ka ye ath or thi ak ke w t duun c  teem. Y n a buk wu  ath r k n ku kuat ath r k k buk tooc.

Lu  AAT a l u b  y ok ka  tu om nh im tuel rin ba ka  jam ke raan j  m yo thook. Na tuum yo nh im ka AAT a b  luk jal w c yic, ku na l u rot, ka b  w t j or ku gua deet ku teem t n y ok r k b  ci n raan ben w c lu  la tuel.

Na k c w t rot l u lukluk, ka AAT a b  k oc luk eb n jal l k b  luk kuany yic t  cit t  deen ye  k ye t j ci t le  yic. Lu  k n a l u b  looi ka th y p j.

W l c  AAT teem aa dhil k oc luk eb n theek. Kuat raan luk a l u b  c  AAT teem ben cuot lu  d d yic, b yak d j yen ye w t cuot tuel rin l j rot.

## Lu  cot tuel

Na w c ba w t c  AAT teem n  c eth deen ci  n yic ben cuot tuel rin l j ka y n a l u ba lu j du y t t n k oc Lu  Panamatnhom (Federal Court). Lu  duun k n a b  cath r k b  Lu  Panamatnhom (Federal Court) thi j d ot kun a le j l th n ka Lu  D ar (High Court) yen c n jal yet th n, t  c  Lu  D ar (High Court) y  p t (Special Leave) ba luk cuot Lu  D ar (High Court).

W t c  cuot luk yic a ce luk majan, b yak d j yen l u yeen b  w  u g at p l piny ku p l y in ba jam ka c n mal j kony y in rin b  ci n w  u ju  c m ar y  ciin. Na c  y in la lu k wei, ka t kd  b  y  l k w  u kuaan c  y k mal j k k cool. Na c  y ok la lu k wei, ka t kd  buk w  u kuun c  luk mu r cool.

Ath r cot y n luk tuel a dhil cuat t n k oc g at (Federal Court Registry) luk yic ka n n 28 k c wan t n d m y n w t c  AAT's teem, ku ath r c  g au a l u b  gam kaam d d.

Luk ee yic la  k  ju  c ye theek w r k  ye theek lu  AAT yic. Na w c l k k k, ka y :

- jam ke raan lui al j Federal Court Registry pankoor c j y n th n
- nem l kayukar k n **fedcourt.gov.au**
- w c ku ny al j l  j.

## Kuɔɔny alɔŋ lɔ̃ɔŋ

Yĩn a leŋ riel, ku a kɛc thǎny yĩn, bĩn rot wiɛc malɔŋ bĩ ya jǎam thok kuat kaam ca tak tɛ cɛɛth wɛt jey yĩn alɔŋ wɛ̃u dɔm yĩn ku tɛ ben yĩn luɔŋ du cuɔt tuen luŋ dɛd yic.

Lɛk majan ku kuɔɔny a tɔu tɛn aguiriŋ kǎ:

- [welfarerights.org.au](http://welfarerights.org.au)
- [nationallegalaid.org](http://nationallegalaid.org)

## Lɛk kɔk

Na wĩc lɛk kɔk alɔŋ kɛ ba looi tɛ jey yĩn wɛt cɛ teem alɔŋ wɛ̃u dɔm yĩn:

- ka yĩ nem lɔkayukar kɛn [humanservices.gov.au/reviewsandappeals](http://humanservices.gov.au/reviewsandappeals)
- ka yĩ yup **131 202** ba jam ke raan njic thuɔŋ du
- ka yĩ nem pan luɔy (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](http://welfarerights.org.au)
- [nationallegalaid.org](http://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](http://humanservices.gov.au/reviewsandappeals)
- call **131 202** to speak to someone in your language,
- visit a service centre.