آگر با تصمیم موافق نباشم چه اتفاقی خواهد افتاد؟

آگر با تصمیم اتخاذ شده درباره موردی که استحقاق دریافت آن را دارید موضوع متین بر پارسی نیستید، حق دارید درخواست خود را مبنی بر بازبینی این تصمیم را ارائه دهید.

درخواست برای بازبینی تصمیم مربوط به پرداختی یا تخفیفی که در بررسی خود، به عنوان نقش کودک را به صورت كنیی، تمام تلفنی یا مراجعه حضوری به یکی از service centre ها ما مطرح می‌نمایید.

ما علیه مشتریانی که از حق قانونی خود برای انتقال استفاده استفاده نمی‌کند، هیچ‌گونه تبعیضی اعمال نخواهیم کرد.

با ما صحبت کنید

آگر مایلید اطلاعات بیشتری درباره یک تصمیم کسب کنید، یا با ما تماس بگیرید. ما جزئیات موضوع و بررسی نموده و تصمیم را برای شما ارائه خواهیم داد. این کار به شما امکان می‌دهد تا هرگونه سوال پیچیده را برطرف نموده و اطلاعات جدید ارائه دهید.

درخواست برای بازبینی

آگر با تصمیم موافق نیستید، می‌توانید برای بازبینی این تصمیم درخواست ارائه دهید. ما موضوع را به یکی از مسئولین بازبینی ارائه می‌دهیم که شخصاً در روند اتخاذ نشان‌دهنده و می‌تواند در صورت نادرست تصمیم‌گیری، ارائه دهد.

شما به یکی از این روش‌ها می‌توانید دارای دیدگاه خود باشید:
• تماس تلفنی با ما
• مشاهده فرم review of a Centrelink decision در service centre
• مراجعه حضوری به یکی از service centre ها
• اقداماتی که مسئول بازبینی انجام خواهد داد:
  • گفتگو با شما درباره تصمیم در صورت امکان
  • بررسی اطلاعات موردی، فعالیت و سیاست‌گذاری ها
  • تغییر تصمیم در صورت نادرست بودن آن
  • اعلام کتابی نتیجه بازبینی به شما.

Administrative Appeals Tribunal

آگر با تصمیم مسئول بازبینی موافق نیستید، در أكثر موارد می‌توانید درخواست کینید که Administrative Appeals Tribunal (AAT) یاABSTUDY برای درخواست داده باشید. اگر تصمیم درباره Tribunal (AAT) (و نه درباره نهایی) را در زمینه پرداخت بی‌پ практичی یا غیر شهروندی باشد، ممکن است روند بازبینی متفاوت‌ای اعمال شود.
What if you do not agree with a decision?

Department of Human Services

If you do not agree with a decision made by AAT, you have the right to request a review of the decision. If you do not agree with the outcome of this review, you have the right to request a further review by AAT.

If you do not agree with the outcome of a second review by AAT, you have the right to request a final review by AAT. If you do not agree with the outcome of a final review by AAT, you have the right to request a further review by a court.

If you do not agree with the outcome of a further review by a court, you have the right to request a final review by a court. If you do not agree with the outcome of a final review by a court, you have the right to request a further review by a court.
WHAT IF YOU DO NOT AGREE WITH A DECISION?

Department of Human Services

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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.