

Purpose of this form

Use this form if you disagree with a decision about your claim for ABSTUDY or Assistance for Isolated Children (AIC).

Reviews about debt recovery decisions should be requested within 3 months of the date of the decision.

If you do not agree with a decision we have made

If you are not happy with a decision we have made about your ABSTUDY or AIC payments, there are several steps you can take.

1. 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.
2. If you do not agree with a decision you can ask for a review. You can do this at a service centre or call us on **1800 132 317** for **ABSTUDY** or **132 318** for **AIC** or in writing by using this form or providing a letter. 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. If you are seeking a review of a decision about recovery of a debt, you should request this review **within three months** of the decision. There is no time limit for requesting a review of **other** decision affecting your assessment.
3. If you do not agree with the decision of the review officer you can apply in writing to the relevant Federal Minister about decisions affecting your assessment, or to the Administrative Appeals Tribunal (AAT) for a review about a debt. The AAT is an independent tribunal and can only look at a review after a review officer has reviewed the case.
4. If you do not agree with the decision of the AAT you may be able to appeal further. For more information about the AAT, please go to **aat.gov.au**

All of the above are free of charge.

For more information about your review and appeal rights, or to request a review of a decision, go to **humanservices.gov.au** or call us on **1800 132 317**, or visit one of our service centres.

If you have concerns about your personal information, call us on **1800 132 317** or come in and see us. We will look into the matter and tell you about your rights to see and amend your information.

To make a complaint or give us feedback

We aim to resolve your concerns as quickly as possible. If you want to make a complaint or give us feedback you can do this by:

- calling our feedback and complaints line on **1800 132 468** (inside Australia only)
- calling one of our international phone numbers listed on **humanservices.gov.au/international** (outside Australia), or
- going to **humanservices.gov.au/feedback**

If we are not able to resolve your complaint to your satisfaction, you can contact the Commonwealth Ombudsman by:

- going to their website **ombudsman.gov.au**
- calling **1300 362 072** (inside Australia only), or
- emailing **ombudsman@ombudsman.gov.au**

Can I see my file?

You can ask to see your file under the *Freedom of Information Act 1982*.

What does the review officer do?

The review officer will check the decision to ensure it is correct under the ABSTUDY Policy Manual or AIC Guidelines and/or the *Student Assistance Act 1973*.

The review officer will:

- where possible, talk to you about the decision
- 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.

Do you need help with your review?

If you have difficulty in understanding the decision, you can ask for an interview to discuss your review with the officer who made the decision. A phone number should be on the letter advising you of the decision.

You may find it helpful to talk to a student counsellor. You may seek free legal help from your local Legal Aid Office or from other organisations such as Welfare Rights Centres and student associations.

Online Services

You can access your Centrelink, Medicare and Child Support Online Services through myGov. myGov is a fast, simple way to access a range of government services online with one username, one password, all from one secure location. To create a myGov account, go to my.gov.au

Filling in this form

- **Please use black or blue pen.**
- Print in BLOCK LETTERS.
- Mark boxes like this with a ✓ or ✗.
- Where you see a box like this ► **Go to 5** skip to the question number shown. You do not need to answer the questions in between.

Returning your form

Check that all required questions are answered and that the form is signed and dated.

You can return this form and any supporting documents:

- online – submit your documents online. For more information about how to access an Online Account or how to lodge documents online, go to humanservices.gov.au/submitdocumentsonline
- by post – return your documents by sending them to:
Department of Human Services
Student Services
Reply Paid 7804
CANBERRA BC ACT 2610
- in person – if you are unable to submit this form and any supporting documents online or by post, you can provide them in person to one of our service centres.

For more information

Go to humanservices.gov.au or visit one of our service centres or call us on:

1800 132 317 – for ABSTUDY

132 318 – for Assistance for Isolated Children

To speak to us in languages other than English, call **131 202**.

Note: Call charges apply – calls from mobile phones may be charged at a higher rate.

If you have a hearing or speech impairment, you can contact the **TTY service** on Freecall™ **1800 810 586**. A TTY phone is required to use this service.

1 Student's full name
 Mr Mrs Miss Ms Other
 Family name

 First given name

 Second given name

2 Has the student ever used or been known by any other name (e.g. name at birth, maiden name, previous married name, Aboriginal or tribal name, alias, adoptive name, foster name)?
 No **Go to next question**
 Yes **Give details below**

1 Other name

 Type of name (e.g. name at birth)

2 Other name

 Type of name (e.g. maiden name)

If the student has more than 2 other names, attach a separate sheet with details.

3 Student's sex
 Male
 Female

4 Student's date of birth
 / /

5 Student's Centrelink Reference Number (if known)
 - - -

6 Applicant's full name (if the applicant is not the student) or name of organisation (if applicable)

7 Permanent address

 Postcode

8 Postal address (if different to above)

 Postcode

7 Please read this before answering the following question.
 If you provide an email address or mobile phone number, you may receive electronic messages (SMS or email) from us. To read the Terms and Conditions, go to humanservices.gov.au/em or visit one of our service centres.

Your contact details
 Home phone number ()
 Is this a silent number? No Yes
 Mobile phone number
 Fax number ()
 Alternative phone number ()

10 Is someone else helping you with your review (e.g. a parent, student counsellor, lawyer or someone else is representing you)?
 No **Go to 13**
 Yes **Go to next question**

11 Do you want further correspondence to be sent to them and not to you?
 No **Go to 13**
 Yes **Go to next question**

12 The name of the person or organisation

 Address

 Postcode

 Contact phone number
 ()



CLK0SY054 1507

13 What decision do you wish the review officer to reconsider?

If you are unsure of any of the details, please attach a statement describing the decision that you want reviewed.

ABSTUDY/AIC eligibility

Overpayment /debt recovery

Other Give details below

Large empty box with horizontal dashed lines for providing details.

14 What was the date of the decision?

Box for date with slashes: / /

15 Why do you think the decision is wrong?

If you need more time to gather information or evidence, return this form immediately and send additional information later.

Large empty box with horizontal dashed lines for explaining why the decision is wrong.

If you need more space, attach a separate sheet with details.

16 Do you have any documents that may assist your review?

No Go to 19

Yes Go to next question

17 Are you attaching supporting documents to this form?

No Go to 19

Yes Number of attachments

Box for number of attachments

18 Will you be providing any further documents to support your review?

No

Yes

19 IMPORTANT INFORMATION

Privacy and your personal information

Your personal information is protected by law, including the Privacy Act 1988, and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.

Your information may be used by the department or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy or by requesting a copy from the department.

20 Statement

I declare that:

- the information I have provided in this claim is complete and correct.

I understand that:

- giving false or misleading information is a serious offence.
I must notify the Australian Government Department of Human Services of any change(s) to this information, within 14 days of the change(s) occurring.
the Australian Government Department of Human Services can make relevant enquiries to make sure that I receive the correct entitlement.

Your signature

Signature box with a pen icon

Date

Box for date with slashes: / /

OFFICE USE ONLY

Date received / /

Initials