

## Online services



### Upload documents

You can complete this form on your computer, print and sign it, and upload it in your Centrelink online account or the Express Plus Centrelink mobile App. Select Upload Documents, choose 'Centrelink form code' and type 'SS351'.

Go to [servicessaustralia.gov.au/centrelinkuploaddocs](https://servicessaustralia.gov.au/centrelinkuploaddocs) for more information.

## Purpose of this form



You can use this form to request an explanation or apply for a formal review of a decision we have made.

## Explanation of a decision

### If you do not understand a decision we have made

You can ask for an explanation if you do not understand the decision or the reasons for it. An experienced officer will contact you to explain the decision and answer any questions you have. They might be able to resolve the issue without the need for a formal review of the decision. You can request an explanation at any time. We aim to contact you within 14 days.

## Formal review of a decision

### If you do not agree with a decision we have made

You can apply for a formal review at any time if you do not agree with the decision or how it affects you. A formal review will be completed by an Authorised Review Officer (ARO). The ARO will:

- where possible, talk to you about the decision
- change the decision if it is appropriate to do so, and
- advise you in writing about the result of the review.

There are no time limits with requesting a formal review. However, if the decision is changed there can be time limits that impact the date this takes effect.

We aim to complete a formal review within 49 days.

For more information, go to [servicessaustralia.gov.au/reviewsandappeals](https://servicessaustralia.gov.au/reviewsandappeals)

## To give us feedback or make a complaint

- Go to [servicessaustralia.gov.au/feedback](https://servicessaustralia.gov.au/feedback)
- Call our feedback and complaints line on **1800 132 468**
- From overseas, phone us on one of our international phone numbers [servicessaustralia.gov.au/phoneus](https://servicessaustralia.gov.au/phoneus)

If we do not resolve the complaint to your satisfaction, you can contact the Commonwealth Ombudsman by going to [ombudsman.gov.au](https://ombudsman.gov.au) or calling **1300 362 072**.

## For more information

Go to [servicessaustralia.gov.au/reviewsandappeals](https://servicessaustralia.gov.au/reviewsandappeals) or visit one of our service centres.

Call us on your regular payment line, go to [servicessaustralia.gov.au/phoneus](https://servicessaustralia.gov.au/phoneus)



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

Call charges may apply.

If you are an Aboriginal or Torres Strait Islander customer and need help with Services Australia payments and services, call the Indigenous Call Centre on **1800 136 380**.



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

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# Explanation or formal review of a decision (SS351)

## Filling in this form

You can complete this form on your computer, print and sign it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.

### 1 Read this before answering the following question.

If you tick both explanation of decision **and** formal review of decision, **or** make no selection, you will be provided with a formal review of decision.

If you would like an explanation or formal review of more than one decision, you will need to complete a separate form for each decision.

For the definition of an explanation of a decision and a formal review of a decision, refer to page 1 of the **Notes**.

Are you requesting:

**Tick one only**

An explanation of decision

A formal review of decision

## Your details

### 2 Your Centrelink Customer Reference Number (if known)

You can find this on letters we have sent you, your Health Care Card or Concession Card.

 -  -  - 

### 3 Your name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

### 4 Your date of birth

### 5 Your permanent address

  
  
  
Postcode

### 6 Read this before answering the following question.

Providing a mobile phone number or an email address means you may receive SMS or emails from us. To read the terms and conditions, go to [servicesaustralia.gov.au/em](http://servicesaustralia.gov.au/em)

Your contact details

Home phone number ( )

Mobile phone number

Work phone number ( )

Alternative phone number ( )

Email

### 7 If you have a partner, do they also want an explanation or a formal review of decision?

No  Go to next question

Yes  Give details below

Partner's Centrelink Customer Reference Number (if known)

 -  -  - 

Partner's family name

Partner's first given name

Partner's second given name

Partner's date of birth



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