

centrelink

ABSTUDY and **Assistance for Isolated Children (AIC) Explanation or formal review of a decision**

Purpose of this form



Use this form to request an explanation or apply for a formal review of a decision we have made about your ABSTUDY or Assistance for Isolated Children (AIC) entitlement.

A request for explanation or application for formal review can also be made by:

- calling us on your regular payment line
- visiting a service centre.

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 a 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 is no time limit to apply for a formal review of a decision about your entitlement. However, you should apply for a formal review of a debt recovery decision within 90 days of the date of the decision. We aim to complete a formal review within 49 days.

For more information, go to servicesaustralia.gov.au/reviewsandappeals

To give us feedback or make a complaint

- Go to servicesaustralia.gov.au/feedback
- Call our feedback and complaints line on 1800 132 468
- From outside Australia, phone us on one of our international phone numbers servicesaustralia.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 or calling 1300 362 072.

For more information

Go to servicesaustralia.gov.au/reviewsandappeals or visit one of our service centres.

Call us on:

- **1800 132 317** for ABSTUDY
- 132 318 for Assistance for Isolated Children



Information in your language

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

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.



Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service 1800 555 660. or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to servicesaustralia.gov.au and search 'other support and advice'.





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ABSTUDY and Assistance for Isolated Children (AIC) Explanation or formal review of a decision (SY054)

Fil	lling in this form	5	Permanent address		
Yo Ac	u can complete this form on your computer using Adobe crobat Reader, and some browsers, or you can print it.				
If you have a printed form: Use black or blue pen.			Postcode		
•	Print in BLOCK LETTERS.		1 ostoode		
•	Where you see a box like this Go to 1 skip to the question number shown.	6	Postal address (if different to above)		
1	Read this before answering the following question.				
	We will do a formal review of decision if you: • tick both 'explanation of decision' and 'formal review of decision'		Postcode		
	do not answer this question.	7	Read this before answering the following question.		
	If you want us to explain or review more than one decision, you will need to complete a separate form for each decision. If you do not know which one to tick, read what each option		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		
	means on page 1 of the Notes .		Your contact details		
	Are you requesting:		Home phone number		
	Tick one only		(including area code)		
	An explanation of decision		Mobile phone number		
	A formal review of decision		Work phone number (including area code)		
Student's details			Alternative phone number		
2	Student's Customer Reference Number (if known)		(including area code)		
_	Student's customer nerefered number (if known)		Email		
3	Student's full name				
•	Mr Mrs Miss Ms Mx Other	8	Do you want to authorise a person or organisation to make enquiries or updates, act and/or get payments on your behalf?		
	Family name		No Go to next question		
			Yes Details below		
	First given name		You need to fill in and return an Authorising a person or organisation to enquire or act on your behalf (\$S313) form. You can also do this online. You and the		
	Second given name		person or organisation will need a Centrelink online account.		
4	Student's date of birth (DD MM YYYY)		If you want more information or to download the form, go to servicesaustralia.gov.au/authorisedrepresentative		
4	Student's date of biltin (DD IVIIVI 1111)		Go to next question		



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About the decision you want explained or formally reviewed **Privacy notice** What decision do you want explained or formally reviewed? 12 You need to read this ABSTUDY/AIC eligibility Privacy and your personal information Overpayment/debt recovery Other [Give details below **Declaration** 13 I declare that: correct. I understand that: • giving false or misleading information is a serious offence. **10** What was the date of the decision? You can find this on the letter we sent you about the decision. (DD MM YYYY) **11** Why are you requesting an explanation or applying for a formal review? **Returning this form** Return this form and any supporting documents: information, go to servicesaustralia.gov.au/centrelinkuploaddocs by post to Services Australia Centrelink PO Box 7800 CANBERRA BC ACT 2610 · in person at one of our service centres.

If you have any documents that may help with your request, lodge them with this form. If you need more time, return this form and provide the documents as soon as you can.

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

SY054.2411

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacypolicy

· the information I have provided in this form is complete and

I have read, understood and agree to the above									
Date (DD MM YYYY) (you must date this declaration)									
Your signature (only required if returning by nost or									

your signature (**only** required if returning by post or in person)

- online using your Centrelink online account. For more