

# 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](https://servicesaustralia.gov.au/reviewsandappeals)

## To give us feedback or make a complaint

- Go to [servicesaustralia.gov.au/feedback](https://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](https://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](https://ombudsman.gov.au) or calling **1300 362 072**.

## For more information

Go to [servicesaustralia.gov.au/reviewsandappeals](https://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](https://servicesaustralia.gov.au) and search 'other support and advice'.



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