

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 for a formal review of an ABSTUDY decision. However, if the decision is about money you owe us, we may ask you to start making repayments while we review 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)

Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, and some browsers, or you can print it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ☐ **Go to 1** skip to the question number shown.

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'
- do not answer this 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 means on page 1 of the **Notes**.

Are you requesting:

Tick one only

An explanation of decision ☐

A formal review of decision ☐

Student's details

2 Student's Customer Reference Number (if known)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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3 Student's full name

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other

Family name

First given name

Second given name

4 Student's date of birth (DD MM YYYY)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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5 Permanent address

<input type="text"/>
<input type="text"/>
<input type="text"/>
Postcode

6 Postal address (if different to above)

<input type="text"/>
<input type="text"/>
<input type="text"/>
Postcode

7 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

Your contact details

Home phone number (including area code)

Mobile phone number

Work phone number (including area code)


Alternative phone number (including area code)

Email

8 Do you want to authorise a person or organisation to make enquiries or updates, act and/or get payments on your behalf?

No ☐ **Go to next question**

Yes ☐ **Details below**

 You need to fill in and return an **Authorising a person or organisation to enquire or act on your behalf (SS313)** form. You can also do this online. You and the person or organisation will need a Centrelink online account.

If you want more information or to download the form, go to servicesaustralia.gov.au/authorisedrepresentative

Go to next question



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About the decision you want explained or formally reviewed

9 What decision do you want explained or formally reviewed?

ABSTUDY/AIC eligibility ☐

Overpayment/debt recovery ☐

Other ☐ Give details below

10 What was the date of the decision?

You can find this on the letter we sent you about the decision.

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(DD MM YYYY)

11 Why are you requesting an explanation or applying for a formal review?



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.

Privacy notice

12 You need to read this

Privacy and your personal information

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

Declaration

13 I declare that:

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

I understand that:

- giving false or misleading information is a serious offence.

☐ I have read, understood and agree to the above.

Date (DD MM YYYY) (you **must** date this declaration)

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



Returning this form

Return this form and any supporting documents:

- online** using your Centrelink online account. For more 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.