

centrelink

Explanation or formal review of a decision

Online services



Purpose of this form

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 servicesaustralia.gov.au/centrelinkuploaddocs for more information.

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

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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 servicesaustralia.gov.au/reviewsandappeals					
To give us feedback or	• Go to servicesaustralia.gov.au/feedback					
make a complaint	Call our feedback and complaints line on 1800 132 468					
	• From overseas, 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 your regular payment line, go to servicesaustralia.gov.au/phoneus					
	To speak to us in your language, call 131 202 .					
A	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 .					
TTY	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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centrelink

Explanation or formal review of a decision (SS351)

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Fill	ing in this form	6	Read this before answering the following question.
You If y	i can complete this form on your computer, print and sign it. ou have a printed form: Use black or blue pen.		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
	Print in BLOCK LETTERS.		Your contact details
			Home phone number ()
1	Read this before answering the following question.		Mobile phone number
	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.		Work phone number ()
	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.		Alternative phone number () Email
	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	7	If you have a partner, do they also want an explanation or a formal review of decision?
	An explanation of decision		No D Go to next question
	A formal review of decision		Yes Give details below
Your details			Partner's Centrelink Customer Reference Number (if known)
2	Your Centrelink Customer Reference Number (if known)		Partner's family name
	You can find this on letters we have sent you, your Health Care		
	Card or Concession Card.		Partner's first given name
			Partner's second given name
3	Your name		-
	Mr Mrs Miss Ms Other		Partner's date of birth
	Family name		/ /
	First given name		
	Second given name		
4	Your date of birth		
	/ /		
5	Your permanent address		
	Postcode		III I I III IIII IIII III III IIII IIII IIII

About the decision you want explained or formally reviewed

8 What was the date of the decision?

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

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- 9 Which payment or concession card does the decision relate to?
- **10** What decision do you (and your partner, if applicable) want explained or formally reviewed?

For example, not to pay you, money you owe us, the rate of your payment.

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

 If you have any documents that may assist 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 (and your partner, if applicable) 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 need to 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/privacy**

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.

Your signature

Date



Your partner's signature (sign only if partner is requesting a review)

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Date						
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Returning this form

Return this form and any supporting documents:

• **online** using your Centrelink online account. For more information, go to

servicesaustralia.gov.au/centrelinkuploaddocsby post to

Services Australia Centrelink

Reply Paid 7800

CANBERRA BC ACT 2610

• in person at one of our service centres, if you are unable to use your Centrelink online account.