

Do you disagree with a Centrelink decision?
The SSAT provides quick, fair and independent reviews of Centrelink decisions.

Contact Details

Freecall™ enquiries	1800 011 140
International applicants	+61 3 6211 2800 (reverse charges accepted)
Website	www.ssat.gov.au
Teletypewriter service (TTY)	1800 060 116

Information in other languages

For information in another language, call 13 14 50 from anywhere in Australia and +61 3 9203 4038 from outside of Australia. The Translating and Interpreting Service can call us on your behalf.

The Social Security Appeals Tribunal can change Centrelink decisions

The SSAT has the power to change Centrelink decisions, but only according to the law and only after a Centrelink authorised review officer has reviewed the decision. The SSAT can review most decisions made by Centrelink, such as:

- Rejection of a claim
- Payment start dates
- Rate of payment
- Rate reduction
- Cancellation/suspension
- Breaches and non-payment periods
- Overpayments and debt recovery
- Non payment of arrears
- Disability impairment ratings
- Shared care percentages
- Assessments of living arrangements
- Treatment of income and assets

The SSAT is independent

The SSAT is not part of Centrelink, nor the Department of Families, Community Services & Indigenous Affairs. It is an independent body of people such as welfare workers, doctors and lawyers.

Appealing to the SSAT is free

There is no cost to people who wish to appeal Centrelink decisions to the SSAT.

The SSAT is informal

The hearings are conducted in an informal manner and legal representation is not necessary. You can choose to be accompanied to the hearing by friends, family or a legal representative if you wish. No-one from Centrelink comes to the hearing. Instead, Centrelink puts its case to the Tribunal in paper documents.

Do you need help in filling in this form?
Ask a friend, community worker or call the SSAT on 1800 011 140.

Has the decision you wish to appeal been reviewed by a Centrelink authorised review officer?

Yes → Date of decision: _____

No → A Centrelink authorised review officer must review the decision before you can appeal to the SSAT.
Please contact Centrelink.

Lodging an appeal

To lodge an appeal against a Centrelink decision, simply:

- Call the SSAT on 1800 011 140; or
- Fill in this form and:
 - Post it to the SSAT (Reply Paid 9943 in your capital city: no stamp required if posted within Australia); or
 - Fax it to your nearest SSAT office;
 - Hand it in at any Centrelink office; or
 - Take it to your nearest SSAT office.

Your details

Title → Mr Ms Mrs Miss Other _____

Surname: _____

First name: _____

Date of birth: _____

Contact address: _____

_____ Postcode: _____

Telephone number: _____

Mobile telephone number: _____

Your Centrelink reference number, if known: _____

Would you like the SSAT office staff to correspond with you by email? Email address:

Your appeal

What type of payment(s) are you appealing about?

- | | |
|--|--|
| <input type="checkbox"/> Newstart allowances | <input type="checkbox"/> Parenting payment |
| <input type="checkbox"/> Pension (age/wife) | <input type="checkbox"/> Disability payments |
| <input type="checkbox"/> Family payments | <input type="checkbox"/> Youth Allowance |
| <input type="checkbox"/> Austudy | <input type="checkbox"/> Other |

If 'other', please state: _____

What decision(s) are you appealing about?

- | | |
|--|--|
| <input type="checkbox"/> Rejection of claim | <input type="checkbox"/> Cancellation/suspension |
| <input type="checkbox"/> Rate of payment | <input type="checkbox"/> Payment start date |
| <input type="checkbox"/> Rate reduction | <input type="checkbox"/> Shared care percentage |
| <input type="checkbox"/> Breach/non-payment period | <input type="checkbox"/> Overpayment/debt recovery |
| <input type="checkbox"/> Other | |

If 'other', please state: _____

Briefly explain why you think this decision is incorrect. (You will have the chance to explain this in person to the SSAT).

You may enclose more papers, if needed.

Services provided for applicants

If needed, we can arrange for an interpreter to attend the hearing (at no cost to you).

Do you need an interpreter to assist you during the hearing? Yes No

If 'yes', which language/dialect? _____

Would you like to discuss a disability-related need (eg wheelchair access, sign interpreter etc)?

Yes No

An SSAT case manager will contact you to discuss how we can best meet your individual needs.

These questions are optional

Answering these questions will help us match our services to the needs of applicants.

Are you of Aboriginal or Torres Strait Islander origin? Yes No

Were you born overseas? Yes No

Which country? _____

What languages do you speak at home? _____

Please sign here

Signature: _____ Date: _____

You will also need to sign below if you have a representative.

Support at the hearing

You can bring along a friend or family member for support, or may want to be assisted by an advocate or legal representative (at your own cost).

Do you have a representative?

Do you want letters from the SSAT sent to a representative (eg a lawyer or community representative)? If so, please write their name here:

Representative's name: _____

Their postal address: _____

Their telephone number: _____

Please sign here to authorise the SSAT to disclose relevant personal information to your nominated representative.

Signature: _____ Date: _____

Your Personal Information

Please note that the SSAT may be required to disclose some or all of the information provided by you to Centrelink and/or any other relevant person or body for the purpose of processing your appeal. Further information on the SSAT's privacy policy is available on our website, at www.ssat.gov.au, or by calling 1800 011 140.