



# Disability Rights Advocacy Service Inc

## Centrelink and the Administrative Appeals Tribunal Overview

This factsheet will provide a brief overview of the appeal process at the AAT. For detailed information on the two review stages, please refer to the other fact sheets on our website titled “Centrelink and the Administrative Appeals Tribunal First Review” and “Centrelink and the Administrative Appeals Tribunal Second Review”.

### Accessible Information about the AAT

You can watch a short 4 minute video that features a presenter speaking directly to the camera with an Auslan interpreter [here](#). There is also a transcript of the video available [here](#).

### Overview

If you have applied for a Centrelink benefit and have been rejected, you have the right to appeal that decision.

In the first instance, you must apply for an internal review with Centrelink. If this is unsuccessful, you then have the right to appeal the decision further at the Administrative Appeals Tribunal (AAT).

The AAT can review most Centrelink decisions about:

- social security pensions, benefits, and allowances
- concession and health care cards
- family assistance payments
- farm household support
- Paid Parental Leave
- student assistance payments, including ABSTUDY.

The decisions the AAT can review include:

- rejection of a claim
- suspension or cancellation of a payment
- the rate of a payment
- raising and recovering a debt.

The Centrelink decision letter will tell you if the AAT are able to review the decision.

### Is there a time limit for applying for an appeal?

Yes, there are time limits for some Centrelink decisions.

For example, if you do not apply within 13 weeks after being given notice of the decision, you might not receive back payment from the date of the original decision, should your appeal be successful.

If the time limit has expired, you can apply to extend the time limit to lodge your application. In this case, you must apply in writing, either by sending an email or letter, and include reasons why the application is late.



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## Is there a fee?

There is no fee when applying for a review of a Centrelink decision. The whole process is free of charge.

## How to apply

There are several ways to apply for a review within the 13-week period:

- Online: [AAT Online Services](#)
- By phone: 1800 228 333
- Filling in an [application form](#)
- Email: [sscsdivision@aat.gov.au](mailto:sscsdivision@aat.gov.au)
- Letter: GPO Box 9955 Adelaide SA 5001

## The Two Review Stages

The first step is seeking a first review from the AAT. You can do this by applying online or in person. For further information on the first review please see our fact sheet titled “Centrelink and the Administrative Appeals Tribunal First Review”.

If you disagree with the AAT’s outcome of the first review of Centrelink’s decision, in some instances, you can appeal again.

If the AAT’s letter with the outcome of the first review states that it is possible to seek a further review, this is called a second review. For full detail of the second review please see our other factsheet named “Centrelink and the Administrative Appeals Tribunal Second Review”.

## How can DRAS help you?

Depending upon your situation, we may be able to help you understand your rights to appeal decisions, both internally and externally. We can provide information to assist you to understand the process, possibly help you navigate the independent appeals tribunal and potentially liaise with officers and members, and advocate for you to be treated fairly.

We can provide you with information to help you and your medical team understand the eligibility requirements and required evidence. We can also help you explore your right to legal representation as DRAS cannot provide legal representation or advice. Our advocates **are not** case managers, support workers, mediators, accountants, or lawyers. We give general advice that is not legal or financial advice.