



# Appeal rights

## Who should read this factsheet?

Any person affected by a decision of a Delegate of Commonwealth Superannuation Corporation (CSC), including a DFRDB member, previous DFRDB member, Beneficiary or potential Beneficiary, can request reconsideration of the decision.

For example, the decision may relate to:

- invalidity classification/reclassification
- distribution of a death benefit

or

- any other decision made by a Delegate of CSC.

More detailed information regarding your appeal rights can be found on the website [csc.gov.au](http://csc.gov.au) or by contacting us at [reconsideration@csc.gov.au](mailto:reconsideration@csc.gov.au).

## What do I need to do?

If you are dissatisfied with any decision made by a Delegate of CSC in relation to your DFRDB entitlements, we ask that you please complete the **Application for Reconsideration of a decision (A-RECON)** form which can be found at [csc.gov.au](http://csc.gov.au)

It is important that you send a copy of, or otherwise refer to, the decision you are seeking reconsideration of and let us know why you are unhappy with the decision.

**You have 30 days from the date you receive a decision to submit your request for reconsideration.**

Once you have made your initial request to have the decision reconsidered, extra time will be allowed for you to submit any further evidence you would like considered. The original decision remains effective pending resolution of your request.

## What happens when you receive my request?

You will be assigned a Reconsideration Case Officer who will conduct a thorough and independent investigation of the decision.

Your Case Officer will invite you to provide any additional documentary evidence to support your request, if necessary.

On rare occasions we may send you for a medical examination.

## Can I get any help?

Yes, you can contact us on **1300 001 677** and ask to speak to a member of the Reconsideration Services Team for assistance in regard to the reconsideration process. They will provide you with information about the process and the type of evidence you may wish to submit.



Defence Force  
Retirement & Death  
Benefits Scheme

Once the investigation is complete, your matter will be referred to the Defence Force Case Assessment Panel (DFCAP) for reconsideration of the decision.

You will be advised of DFCAP's decision and supplied with a copy of the reasons for the decision once DFCAP has reconsidered your case.

## What happens if I am unhappy with the DFCAP decision?

If you are unhappy with DFCAP's decision you may refer the issue to the Administrative Appeals Tribunal (AAT). More information about the AAT can be found at [aat.gov.au](http://aat.gov.au) or you can contact them on **1800 228 333**.

## Can I withdraw my request?

You may withdraw your request at any time. We require your withdrawal in writing to either [reconsideration@csc.gov.au](mailto:reconsideration@csc.gov.au) or via post at the address listed on this page.

## How much does a reconsideration cost?

CSC does not charge fees for requesting reconsideration of a decision.

## Freedom of Information requests

All requests for information made under the Freedom of Information Act must be made in writing to the [foi@csc.gov.au](mailto:foi@csc.gov.au) or via post, attention FOI Unit, DFRDB GPO Box 2252, Canberra ACT 2601.

## How can I get more information?



**EMAIL** [members@dfldb.gov.au](mailto:members@dfldb.gov.au)

**PHONE** 1300 001 677

**FAX** 02 6275 7010

**MAIL** DFRDB  
GPO Box 2252  
Canberra ACT 2601

**WEB** [csc.gov.au](http://csc.gov.au)



**Email**  
[members@dfldb.gov.au](mailto:members@dfldb.gov.au)



**Phone**  
1300 001 677



**Fax**  
02 6275 7010



**Post**  
DFRDB  
GPO Box 2252  
Canberra ACT 2601



**Web**  
[csc.gov.au](http://csc.gov.au)



**Overseas Callers**  
+61 2 6275 7000