



Appeal rights

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Who should read this?

Any person affected by a decision made by a Delegate of Commonwealth Superannuation Corporation (CSC), including a CSS member, former CSS member, beneficiary or potential beneficiary, can request reconsideration of the decision.

For example, the decision may relate to:

- invalidity retirement
- early release of a CSS benefit
- 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 or by contacting us at reconsideration@csc.gov.au.

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.

The 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.

Once the investigation is complete, your matter will be referred to the APS Reconsideration Committee (the Committee) for reconsideration of the decision. You will be advised of the Committee's decision and supplied with a copy of the reasons for the decision once the Committee has reconsidered your case.

What do I need to do?

If you are dissatisfied with any decision made by a Delegate of CSC in relation to your CSS 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

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.

We kindly ask that you request reconsideration of the decision you are dissatisfied with, as soon as practicable after receiving the original decision.

Can I get any help?

Yes, you can contact us on **1300 000 277** 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.



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What happens if I am unhappy with the Committee's decision?

If you are unhappy with the Committee's decision, you may refer the matter to the Australian Financial Complaints Authority (AFCA).

AFCA is an independent dispute resolution body established by the Australian Government to deal with complaints about superannuation.

AFCA can be contacted at:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

or

1800 931 678

Alternatively, you may apply for the decision to be reconsidered by the Committee for a second time.

Please note: that such a request must be made in writing and must be supported by **new and relevant** evidence which:

- was not previously considered by the Committee in making its decision and
- CSC reasonably considers is relevant to the decision.

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** or via post at the address listed below.

How much does reconsideration cost?

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

Freedom of Information requests

All requests for information made under the Freedom of Information Act must be made in writing to **foi@csc.gov.au** or via post, attention **FOI Unit, CSS GPO Box 2252, Canberra ACT 2601**.

How can I get more information?



EMAIL members@css.gov.au

PHONE 1300 000 277

FAX (02) 6275 7010

MAIL CSS
GPO Box 2252
Canberra ACT 2601

WEB csc.gov.au



Email
members@css.gov.au



Phone
1300 000 277



Financial Advice
1300 277 777



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