



Appeal rights

Who should read this?

Any person affected by a decision of a Delegate of Commonwealth Superannuation Corporation (CSC) under the *Australian Defence Force Cover Act 2015 (Cth) (ADF Cover Act)*, 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 or by contacting us at reconsideration@csc.gov.au.

What do I need to do?

If you are dissatisfied with any decision made by a Delegate of CSC under the *ADF Cover Act*, 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.

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.

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.



Australian
Defence Force
Cover

What happens if I am unhappy with the DFCAP decision?

If you are unhappy with DFCAP'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

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, ADF Cover GPO Box 2252, Canberra ACT 2601**.

How can I get more information?



EMAIL members@adfcover.gov.au

PHONE 1300 001 977

FAX (02) 6275 7010

MAIL ADF Cover
GPO Box 2252
Canberra ACT 2601

WEB csc.gov.au



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members@adfcover.gov.au



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