



Australian Government

## AUSTRALIAN APPRENTICESHIPS

Your Life. Your Career. Your Future.

### Australian Apprenticeship Support Loans – Your Review Rights

If you have received a decision under the [Australian Apprenticeship Support Loans Act 2023](#), that you are not satisfied with, you have the right to seek a review through the following options.

#### Step 1: Internal review by your Australian Apprenticeship Support Network (AASN) Provider

You may apply for an internal review with your AASN Provider within 28 days from the day after you receive your original Australian Apprenticeship Support Loan (AASL) decision.

The internal review will be undertaken by an authorised review officer within the AASN Provider. That person will not have been involved in making the original decision and will occupy a more senior position than the initial decision maker.

The authorised review officer may

- decide that the decision was correct; or
- change the decision or
- set aside the decision and substitute a new decision.

To seek an internal review, send an email or letter to your AASN Provider outlining why you disagree with their decision and include any documents or information that support your claim.

There is no cost associated with making an internal review application.

#### Step 2: Second internal review by the Department of Employment and Workplace Relations (optional)

If you are not satisfied with the internal review decision made by the AASN Provider, you may apply for a second internal review within 28 days from the day after you receive your initial review decision from your AASN Provider. This review will be undertaken by the Department of Employment and Workplace Relations (the 'department'). There is no cost associated with making a second internal review application to the department.

You are under no legal obligation to request a second internal review by the department following an initial review by the AASN Provider. You may choose to lodge an application to the Administrative Appeals Tribunal (AAT) after receiving the first review decision from your AASN Provider (Step 3).

The second internal review will be undertaken by an authorised review officer in the department. The authorised review officer may

- decide that the internal review decision was correct; or
- change the internal review decision; or
- set aside the internal review decision and substitute a new decision.

To seek a second internal review, send an email or letter to the department outlining why you disagree with the first internal review decision and include any documents or information that support your claim.

Please send your request for review to the department's state office in the state or territory in which your employer is located:

NSW and ACT	DEWR Australian Apprenticeships section GPO Box 9828, Sydney NSW 2001	<a href="mailto:TSL-nswact@dewr.gov.au">TSL-nswact@dewr.gov.au</a>
NT	DEWR Australian Apprenticeships section GPO Box 9828, Darwin NT 0801	<a href="mailto:TSL-nt@dewr.gov.au">TSL-nt@dewr.gov.au</a>
QLD	DEWR Australian Apprenticeships section GPO Box 9828, Brisbane QLD 4001	<a href="mailto:QLDTSL@dewr.gov.au">QLDTSL@dewr.gov.au</a>



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<b>SA</b>	DEWR Australian Apprenticeships section GPO Box 9828, Adelaide SA 5001	<a href="mailto:TSL-SA@dewr.gov.au">TSL-SA@dewr.gov.au</a>
<b>TAS</b>	DEWR Australian Apprenticeships section GPO Box 9828, Hobart TAS 7001	<a href="mailto:TSL-tas@dewr.gov.au">TSL-tas@dewr.gov.au</a>
<b>VIC</b>	DEWR Australian Apprenticeships section GPO Box 9828, Melbourne VIC 3001	<a href="mailto:TSL-vic@dewr.gov.au">TSL-vic@dewr.gov.au</a>
<b>WA</b>	DEWR Australian Apprenticeships section GPO Box 9828, Perth WA 6848	<a href="mailto:TSL-wa@dewr.gov.au">TSL-wa@dewr.gov.au</a>

### Step 3: Appeal by the Administrative Appeals Tribunal

If you are not satisfied with the internal review decision(s), you may apply for a review by the Administrative Appeals Tribunal (AAT). The AAT is an independent body that provides independent merit reviews of administrative decisions made by the Australian Government.

The AAT may:

- Affirm the decision: the decision is not changed
- Vary the decision: the decision is changed
- Set aside the decision and substitute a new decision: the decision is replaced with a new decision
- Set aside and remit the decision: the matter is sent back to the decision-maker to make a new decision

Please refer to the AAT website for details on [how to apply for a review](#) and [the current application fees](#).

### Freedom of Information

You can ask to be given a copy of personal information that the department or its contracted service providers (AASN Providers) hold about you. The department and its contracted AASN Providers can give you copies of some documents without the need for a Freedom of Information (FOI) request.

You may also seek access to documents by making a FOI request. There is no application fee for an FOI request. Processing charges may apply to requests other than those relating to your personal information.

Please refer to the department's website for further information on [how to make an FOI request](#).

### Commonwealth Ombudsman

The Commonwealth Ombudsman can investigate complaints about the actions and decisions of Australian Government agencies to see if they are wrong, unjust, unlawful, discriminatory or just plain unfair.

The Commonwealth Ombudsman has the power to provide recommendations to the department regarding the determination, but unlike the AAT, the Commonwealth Ombudsman is unable to change, overturn or remit the matter.

Please refer to the Commonwealth Ombudsman website for further information on [how to make a complaint to the Commonwealth Ombudsman](#).