

Who should read this fact sheet?

Any DFRDB Member, beneficiary or potential beneficiary dissatisfied with a decision can request reconsideration. For example this may be a decision relating to:

- invalidity retirement;
 - invalidity classification/reclassification;
 - eligibility of dependants of a deceased member;
- or
- people seeking to access documents under Freedom of Information.

What do I need to do?

If you are dissatisfied with any adverse decision in relation to your DFRDB membership or entitlements, you need to write to the DFRDB Authority and request reconsideration of the decision.

You need to refer to the decision you want to have reconsidered.

Tell us the parts of the decision you are unhappy with and why, that is, specify the grounds of your appeal.

You have 30 days from the date of advice of a decision to submit your request. The DFRDB Authority is able to extend the time in special circumstances so if your request is late you need to provide reasons so that the DFRDB Authority can decide whether to allow extra time.

Once you have made your initial request to have the decision reconsidered, extra time will be allowed for you to submit your full submissions and evidence.

The decision stands pending resolution of your request.

Can I get any help?

Yes. You may call ComSuper to speak to a member of the Reconsideration Section for assistance in making a request. Phone 1300 001 677. They will give you information about the process and the kind of evidence you might submit but they are unable to advise you on the merits of your case.

What happens when you receive my request?

You will be assigned a reconsideration case officer.

Your case officer will conduct a thorough and independent investigation of the disputed matter.

Your case officer will write to you inviting you to provide, if you wish but at your expense, any additional information (submissions or evidence that may support your request).

We might seek additional reports directly from doctors involved in the case (with your permission), or send you for a further medical examination, both at our expense, if applicable.

Once the investigation is complete the matter is referred to the DFRDB Authority which currently consists of the Commissioner for Superannuation, and four Authority members, all appointed by the Minister.

You will be advised of the DFRDB Authority's decision and supplied with the reasons for the decision.

What happens if I am unhappy with the decisions of the DFRDB Authority?

If you are still unhappy you may refer the issue to the Administrative Appeals Tribunal (AAT);

Can I withdraw my request?

Yes.

How much does a reconsideration cost?

No fee is currently charged for reconsideration of decisions.



Freedom of Information requests

All requests for information made under the Freedom of Information (FOI) laws must be made in writing and should be referred to the FOI Unit within ComSuper. The FOI Unit uses the guidelines provided by the legislation to decide whether documents should be released. Decisions under the FOI Act are also reviewable.

The FOI Unit can be contacted on 1300 033 732.

If you need more information ...

Phone: Customer Service Centre 1300 001 677

Fax: (02) 6272 9616

Web: www.dfrdb.gov.au

Email: members@dfrdb.gov.au

Post: PO Box 22

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