**Client:**

Prepared on:

Date FOI/AAT1 docs/TDocs received:

FOI/LEX:

Scope requested:

Scope provided:

Redactions?

Total number of pages:

**Payment history summary**

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| --- | --- | --- | --- | --- |
| Payment type | Date commenced | Date ceased and reason | Notes | FOI page number |
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**Documents**

Forms

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| --- | --- | --- | --- |
| Title | Date (signed and submitted, if different) | Notes | FOI page number |
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Decisions/letters from Centrelink

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| Type of letter | Date | Notes | FOI page number |
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Personal documents (ID, medical)

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| Type of document | Date | Notes | FOI page number |
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Documents provided by people other than the customer

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| Type of document | Date | Notes | FOI page number |
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Case notes (phone calls/in person attendance)

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| Type of casenote/action | Date | Notes | FOI page number |
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**Relationship status history**

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| Status | Date range | Notes and source of update | FOI page number |
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**Debt/overpayment history summary**

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| Debt ID | Date raised (and date registered if different) | Benefit type | Amount raised/amount owing | Notes | Source (including FOI page number) |
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**Reviews (ARO and AAT)**

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| Type of review | Date | Notes/documents/decisions/outcome | FOI page number |
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**Children**

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| --- | --- | --- | --- | --- |
| Name of child | Birthdate | Who are parents and who has care (and time periods)? | FTB eligible?  Notes | FOI page number |
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**Timeline**

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| Event | Date | Notes/documents/decisions/outcome | FOI page number |
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**Commentary**

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| Inconsistencies with client instructions |  |
| Questions for clients |  |
| Missing documents? |  |
| Other notes |  |

**Tips**

* Fill in your summary when you FIRST review the FOI material.
* If you know you’re looking for something in particular, specify that in the initial scope.
* If you do find documents are missing and feel they should have been included in the initial scope can review within the 30-day deadline seek an internal review, recommend doing this rather than new request. It is generally faster.
* For each digital ‘screen’ included, work out:
  + What is the screen for (debt screen, payment summary, relationship status history etc).
  + Decipher each one, don’t just skip them.



**Centrelink acronyms (may not be up to date)**

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| BB - Basic Benefit BSB - Bank/State/Branch code BVA - Bereavement Allowance  C/- - Care of C&C - Care and Control C/C - Counter Cheque C/S - Contract of Sale C16 - Child Turning 16 Review CAL - Computer Assisted Learning CanO - Cancel/Cancelled CAO - Complex Assessment Officer CAP - Compensation Affected Payment CAR - Carer payment CAS - Customer Appointment System CC - Call Centre CC&C - Care, Custody and Control CCAO - Child Care Assistance CCB - Child Care Benefit CCD - Customer Contact Details CCF - CCB for Approved Carers CCI - CCB for Registered Carers CCM - Contract Case Management CCN - CCB Potential Lump Sum Claimant CCR - Child Care Rebate CDA - Carer Allowance CDEP - Community Development Employment Project CED - Course End Date C/CARE - ChildCare Chq - Cheque Circs - Circumstances CLO - Customer Liaison Officer CMM - Compensation Management System CMO - Commonwealth Medical Officer | | CMR - CMO Review COA - Change of Address COC - Change of Custody Comm - Commenced Compo - Compensation Corres - Correspondence COS - Counter Statement CPI - Consumer Price Index CPM - Collector of Public Monies CRA - Care Receiver (Carer Allowance) CRN - Customer Reference Number CRP - Care Receiver (Carer Payment) CRS - Commonwealth Rehabilitation Service CRU - Relations Unit Customer CSA - Child Support Agency/Customer Service Adviser/s CSC - Customer Service Centre CSDA - Commonwealth Service Delivery Agency CSO - Customer Service Officer CSS - Child Support Scheme CSU - Child Support Unit Cur - Current CUS/CUST - Customer CZR - Current Zero Rate  D/M - Data Matching DASU - Disability Access Support Unit DCALB - Diverse Cultural and Linguistic Background DCL - Data Collection Forms DEA - Death Dec - Decision DEF - De Facto DETYA - Department of Education, Training and Youth Affairs Dep - Dependent DEP - Dairy Exit Program  Dept - Department DIS - Disability Information DLP - Date Last Paid DMN - Debt Management DOa - Date of Assessment DOA - Display on access DOB - Date of Birth | - | DOC - Date of Commencement Doc/s - Documents DOD - Date of Death DOE - Date of Effect DoF - Department of Finance DOFA - Date of First Arrival DOG - Date of Grant Dom Circs - Domestic Circumstances DOP - Double Orphans Pension DOV - Date of Event DNA - Did not Attend DPT - Date Paid To DPT+1 - Date paid to plus one DRP - Drought Relief Payment DRU - Debt Recovery Unit DSO - Disability Support Officer DSP - Disability Support Pension DSR - Dependent Spouse Rebate DTL - Due To Lodge DTLS - Details DUP - Duplicate Record DVA - Department of Veterans' Affairs DW - Deserted Wife DWS - Disability wage supplementE/Y - Earnings Year EANS – Earnings  EBT - Electronic Benefits Transfer ECC - Employer Contact Certificates ECP - Exceptional Circumstances Payment EDC - Expected Date of Confinement  E/Y - Earnings Year EANS - Earnings EdEP - Education entry payment EEO - Equal Employment Opportunity EEP - Employment entry payment EIC - Assistance for Isolated Children EMG - Emergency Enq - Enquiry ENT - Entitlement EOY - End of Year  F/N - Fortnight F/U - Follow Up FA - Field Assessor/Further Action FAO - Families Assistance Office FFR - Family Farm Restart Scheme FHS - Farm Household Support Fl - Financial Institution FIS - Financial Information Service FO - Field Officer FOI - Freedom of Information For/lnc - Foreign Income FOV - Field Officer Visit FPA - old Family Allowance FT - Full time FTA - Formal Training Allowance FTB A - Family Tax Benefit A FTB B - Family Tax Benefit B F/T EMP - Full time Employment | | ESC - Employer Separation Certificate EST - Estimate Exemp - Exemption F/E - Fortnight Ending | - | FTR - Failed to Return/Failed to Report/Failed to Reply FTS - Full time Student G/C - Group Certificate GA - Guardian Allowance GC - Group Certificate Guide - Guide to the Administration of the Social Security Act GWR - Gross Weekly Rate HOM - Home Address HCC - Health Care Card HEC - Home Equity Conversion Scheme HHCS - Department of Health, Housing & Community Service HRS - Hours HRD - Human Resource Development HSA - Health Services Australia I&A - Income and Assets I&AT - Income and Assets Test ICSO - Indigenous Customer Service Officer I/S - Income Support I/V - Interview IA - Incentive Allowance IBS - Interest Bearing Deposit ID/POI - Identification I FA - Income Free Area Immed - Immediate IMP - Income Maintenance Period Inc - Income Incap - Incapacitated Ind - Indicator/ Income Declared Info - Information Inst - Institution INV - Investment | | IPI - Immediate Payment Indicator IRM - JSA 12 Week Review ISO - Indigenous Service Officer ISP - Income Support Payment ITI - Interstate Transfer In ITO - Interstate Transfer Out ITR - Income Tax Return IV - Interim Voucher JCA - Job Capacity Assessment JET - Jobs, Education and Training JNM - Job Network Member JPET - Job Placement Education Training JSD - Job Seeker Diary JSCI - Job Seeker Classification Instrument JSI - Jobseeker Intention to Register JSK - Jobseeker JSR - Jobseeker Registration  JSP – Jobseeker payment  Jt - Joint LAFH - Living Away From Home LAWP - Liquid Assets Waiting Period LEAP - Landcare and Environment Action Program LIC - Low Income Card LMP - Labour Market Program LOI - Loss of Income LOLI - Limit of Loss of Income LSA - Lump Sum Advance LSL - Long Service Leave LTU - Long Term Unemployed LWOP - Leave Without Pay LWP - Living With Parents M/C - Medical Certificate/Marriage Certificate MAA - Mature age allowance MALEP - Moving to Area of Lower Employment Prospects MAPA - Mature age partner allowance | - | MAS - Mobility Assistance Scheme MAT - Maternity Allowance MCX - Medical Certificate Expiry/ Medical Certificate Med Cert - Medical Certificate MF - Master File/Mainframe MGA - Mothers Guardian Allowance MIA - Maternity Immunisation Allowance MIFE - Medical Information File Envelope Misrep - Misrepresentation MLO - Migrant Liaison Officer MLR - Marriage-Like Relationship MOB - Mobility allowance MPA - Mature Age Partner Allowance MPC - Multi-Purpose Contacts MRT - Mobile Review Team Mtce/MTC - Maintenance Mth - Month N/A - Not Applicable NCAP - Non-Compensation Affected Payment NCL - New Claim NCP - Non-custodial Parent NEIS - New Enterprise Incentive Scheme NEV - Notifiable Event NFA - No Further Action NFYA - New Financial Year Assessment NMA - Newstart mature age allowance No - Number Nom - Nominee NPS - Non Pensioner Spouse NSA - Newstart allowance NSO - National Support Office NSRS - National Selective Review System NSS - Newstart Section | | NWO - New Work Opportunities 1-2-1 - One-to-One Service Officer O/P - Overpayment O/S - Overseas O/T - Overtime OBP - On-line Benefits Processing ODE - On-line Data Entry ODM - Original Decision Maker OLE - On-line Enquiry OLI - On-line Information OLS - On Line Search (facility) ORG - Organisations Orig - Original OSU - Office Support Unit P/A - Please Advise or PLS ADV/Postal Address (or Pos) P&L - Profit & Loss P/P - Passport PA - Partner allowance/Per Annum/Personal Adviser PAGES - Providers of Australian Government Employment Services PARTI - Participation Team PAT - Parental Assets Test PAYT - Payment PBS - Permanent Building Society PDU - Person Data Update PEN - Pension PER - Pensioner Entitlement Review PES - Pensions Education Supplement (pre 2000) PHO - Phone PF - Per Fortnight Pho - Phone PFWA - Preparing for Work Agreement PI - Public Information/Permissible Income | - | PIT - Parental Income Test PLS - Pensioner Loan Scheme PO - Post Office POA - Proof of Age POE - Proof of Enrolment POI - Proof of Identification/Proof of Identity POInc - Proof of Income POP - Proof of Paternity PPP - Parenting Payment Partnered PPS - Parenting Payment Single PPTW - Permanent Part-time Work Prel - Preliminary PRI - Private ProbO - Problem Proc - Processed PRS - Prosecution PRT - Present Rate to Continue PRTC - Present Rate to Continue PT - Part Time PTA - Partner Allowance Ptr - Partner Pub Info - Public Information PW - Per Week PMT - Payment Quals - Qualifications RA - Rent assistance RAA - Remote area allowance RACF - Residential Aged Care Facility RCA - Residential Care Allowance Ret - Receipt Re - Regarding REA - Reassess | | REC - Received REF - Refer to REG - Registered REI - Reissue/Re-Input Rej - Rejected/Rejection Req - Request RMU - Records Management Unit RVW - Review R/O - Regional Office ROLA - Review of Living Arrangements RTW - Returned to Work SCW - Community Social Worker SEA - Sheltered Employment Allowance SED - Student End Date SEP'D - Separated SFA - School Fees Allowance SHA - Senior Health Card SIAP - Sugar Industry Assistance Package SKA - Sickness allowance SOI - Service Offer Interview SPL - Special benefit SMO - Senior Medical Officer Sp/L - Special Leave SPR - Sole Parents Review SSA - Social Security Act SS Act - Social Security Act 1991 SSAA - Social Security Administration Act SSAT - Social Security Appeals Tribunal STA - School Term Allowance Stat Dec - Statutory Declaration Super - Superannuation Susp - Suspended/Suspend | - | SVB - Savings Bonus SW/SWO - Centrelink Social Worker TAC - Trusts & Companies TAL - Telephone allowance TDR - Treating Doctor's Report TEM - Temporary TFN - Tax File Number Tfr/XFR - Transfer TNA - Tax Notice of Assessment TRF - Trust or Company TRO - Linked Trust or Company TRP - Trust or Company Person TST - Trustee TT - Transaction Type URG - Urgent UTLAH - Unable to live at home VAR – Variation Ver - Verification/verified WCA - Work Capacity Assessment WDA - Widow Allowance W/E - Week Ending WFA - Wife Pension Age WFD - Wife Pension DSP or Work for Dole Program W/H or WHS - Withholdings/Withheld WID - Widow Pension WUK - Whereabouts Unknown WE - Week Ending WEC - Work Effort Certificates Wid - Widow WP -Waiting Period WPB - Widow pension B YAL - Youth Allowance | | |