**Client:**

Prepared on:

Date FOI/AAT1 docs/TDocs received:

FOI/LEX:

Scope requested:

Scope provided:

Redactions?

Total number of pages:

**Payment history summary**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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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| A/C - AccountA/N - Above NamedAAT - Administrative Appeals TribunalABY - Abstudy - Secondary/Tertiary ACCT - AccountACIR - Australian Childhood Immunisation RegisterACM - Accelerated Claimant MatchingAdj - AdjustmentAdv - Advance/AdviseAGE - Age pensionAGHS - Australian Government Health ServiceAIC - Assistance for Isolated Children (pre 2000)AKA - Also Known AsAL - Annual LeaveALP - Amount Last PaidAMT - AmountANR - NSAO Annual ReviewAOE - Assuree (Assurance of Support)AOR - Assuror (Assurance of Support)AOS - Assurance of SupportAOV - Advice of Visit (field use only)APL - AppealsAPT/appt - AppointmentARO - Authorised Review OfficerARR - ArrearsASS - AssessedATD - Authorised to DateATO - Australian Taxation OfficeAUS - AustudyAVO - Australian Valuation OfficeBank bal - Bank BalanceB/C - Birth CertificateB&L - Board and Lodgings |                                    - | BB - Basic BenefitBSB - Bank/State/Branch codeBVA - Bereavement AllowanceC/- - Care ofC&C - Care and ControlC/C - Counter ChequeC/S - Contract of SaleC16 - Child Turning 16 ReviewCAL - Computer Assisted LearningCanO - Cancel/CancelledCAO - Complex Assessment OfficerCAP - Compensation Affected PaymentCAR - Carer paymentCAS - Customer Appointment SystemCC - Call CentreCC&C - Care, Custody and ControlCCAO - Child Care AssistanceCCB - Child Care BenefitCCD - Customer Contact DetailsCCF - CCB for Approved CarersCCI - CCB for Registered CarersCCM - Contract Case ManagementCCN - CCB Potential Lump Sum ClaimantCCR - Child Care RebateCDA - Carer AllowanceCDEP - Community Development Employment ProjectCED - Course End DateC/CARE - ChildCareChq - ChequeCircs - CircumstancesCLO - Customer Liaison OfficerCMM - Compensation Management SystemCMO - Commonwealth Medical Officer |
| CMR - CMO ReviewCOA - Change of AddressCOC - Change of CustodyComm - CommencedCompo - CompensationCorres - CorrespondenceCOS - Counter StatementCPI - Consumer Price IndexCPM - Collector of Public MoniesCRA - Care Receiver (Carer Allowance)CRN - Customer Reference NumberCRP - Care Receiver (Carer Payment)CRS - Commonwealth Rehabilitation ServiceCRU - Relations Unit CustomerCSA - Child Support Agency/Customer Service Adviser/sCSC - Customer Service CentreCSDA - Commonwealth Service Delivery AgencyCSO - Customer Service OfficerCSS - Child Support SchemeCSU - Child Support UnitCur - CurrentCUS/CUST - CustomerCZR - Current Zero RateD/M - Data MatchingDASU - Disability Access Support UnitDCALB - Diverse Cultural and Linguistic BackgroundDCL - Data Collection FormsDEA - DeathDec - DecisionDEF - De FactoDETYA - Department of Education, Training and Youth AffairsDep - DependentDEP - Dairy Exit ProgramDept - DepartmentDIS - Disability InformationDLP - Date Last PaidDMN - Debt ManagementDOa - Date of AssessmentDOA - Display on accessDOB - Date of Birth |                                    - | DOC - Date of CommencementDoc/s - DocumentsDOD - Date of DeathDOE - Date of EffectDoF - Department of FinanceDOFA - Date of First ArrivalDOG - Date of GrantDom Circs - Domestic CircumstancesDOP - Double Orphans PensionDOV - Date of EventDNA - Did not AttendDPT - Date Paid ToDPT+1 - Date paid to plus oneDRP - Drought Relief PaymentDRU - Debt Recovery UnitDSO - Disability Support OfficerDSP - Disability Support PensionDSR - Dependent Spouse RebateDTL - Due To LodgeDTLS - DetailsDUP - Duplicate RecordDVA - Department of Veterans' AffairsDW - Deserted WifeDWS - Disability wage supplementE/Y - Earnings YearEANS – EarningsEBT - Electronic Benefits TransferECC - Employer Contact CertificatesECP - Exceptional Circumstances PaymentEDC - Expected Date of ConfinementE/Y - Earnings YearEANS - EarningsEdEP - Education entry paymentEEO - Equal Employment OpportunityEEP - Employment entry paymentEIC - Assistance for Isolated ChildrenEMG - EmergencyEnq - EnquiryENT - EntitlementEOY - End of YearF/N - FortnightF/U - Follow UpFA - Field Assessor/Further ActionFAO - Families Assistance OfficeFFR - Family Farm Restart SchemeFHS - Farm Household SupportFl - Financial InstitutionFIS - Financial Information ServiceFO - Field OfficerFOI - Freedom of InformationFor/lnc - Foreign IncomeFOV - Field Officer VisitFPA - old Family AllowanceFT - Full timeFTA - Formal Training AllowanceFTB A - Family Tax Benefit AFTB B - Family Tax Benefit BF/T EMP - Full time Employment |
| ESC - Employer Separation CertificateEST - EstimateExemp - ExemptionF/E - Fortnight Ending |                                    - | FTR - Failed to Return/Failed to Report/Failed to ReplyFTS - Full time StudentG/C - Group CertificateGA - Guardian AllowanceGC - Group CertificateGuide - Guide to the Administration of the Social Security ActGWR - Gross Weekly RateHOM - Home AddressHCC - Health Care CardHEC - Home Equity Conversion SchemeHHCS - Department of Health, Housing & Community ServiceHRS - HoursHRD - Human Resource DevelopmentHSA - Health Services AustraliaI&A - Income and AssetsI&AT - Income and Assets TestICSO - Indigenous Customer Service OfficerI/S - Income SupportI/V - InterviewIA - Incentive AllowanceIBS - Interest Bearing DepositID/POI - IdentificationI FA - Income Free AreaImmed - ImmediateIMP - Income Maintenance PeriodInc - IncomeIncap - IncapacitatedInd - Indicator/ Income DeclaredInfo - InformationInst - InstitutionINV - Investment |
| IPI - Immediate Payment IndicatorIRM - JSA 12 Week ReviewISO - Indigenous Service OfficerISP - Income Support PaymentITI - Interstate Transfer InITO - Interstate Transfer OutITR - Income Tax ReturnIV - Interim VoucherJCA - Job Capacity AssessmentJET - Jobs, Education and TrainingJNM - Job Network MemberJPET - Job Placement Education TrainingJSD - Job Seeker DiaryJSCI - Job Seeker Classification InstrumentJSI - Jobseeker Intention to RegisterJSK - JobseekerJSR - Jobseeker RegistrationJSP – Jobseeker payment Jt - JointLAFH - Living Away From HomeLAWP - Liquid Assets Waiting PeriodLEAP - Landcare and Environment Action ProgramLIC - Low Income CardLMP - Labour Market ProgramLOI - Loss of IncomeLOLI - Limit of Loss of IncomeLSA - Lump Sum AdvanceLSL - Long Service LeaveLTU - Long Term UnemployedLWOP - Leave Without PayLWP - Living With ParentsM/C - Medical Certificate/Marriage CertificateMAA - Mature age allowanceMALEP - Moving to Area of Lower Employment ProspectsMAPA - Mature age partner allowance |                                    - | MAS - Mobility Assistance SchemeMAT - Maternity AllowanceMCX - Medical Certificate Expiry/ Medical CertificateMed Cert - Medical CertificateMF - Master File/MainframeMGA - Mothers Guardian AllowanceMIA - Maternity Immunisation AllowanceMIFE - Medical Information File EnvelopeMisrep - MisrepresentationMLO - Migrant Liaison OfficerMLR - Marriage-Like RelationshipMOB - Mobility allowanceMPA - Mature Age Partner AllowanceMPC - Multi-Purpose ContactsMRT - Mobile Review TeamMtce/MTC - MaintenanceMth - MonthN/A - Not ApplicableNCAP - Non-Compensation Affected PaymentNCL - New ClaimNCP - Non-custodial ParentNEIS - New Enterprise Incentive SchemeNEV - Notifiable EventNFA - No Further ActionNFYA - New Financial Year AssessmentNMA - Newstart mature age allowanceNo - NumberNom - NomineeNPS - Non Pensioner SpouseNSA - Newstart allowanceNSO - National Support OfficeNSRS - National Selective Review SystemNSS - Newstart Section |
| NWO - New Work Opportunities1-2-1 - One-to-One Service OfficerO/P - OverpaymentO/S - OverseasO/T - OvertimeOBP - On-line Benefits ProcessingODE - On-line Data EntryODM - Original Decision MakerOLE - On-line EnquiryOLI - On-line InformationOLS - On Line Search (facility)ORG - OrganisationsOrig - OriginalOSU - Office Support UnitP/A - Please Advise or PLS ADV/Postal Address (or Pos)P&L - Profit & LossP/P - PassportPA - Partner allowance/Per Annum/Personal AdviserPAGES - Providers of Australian Government Employment ServicesPARTI - Participation TeamPAT - Parental Assets TestPAYT - PaymentPBS - Permanent Building SocietyPDU - Person Data UpdatePEN - PensionPER - Pensioner Entitlement ReviewPES - Pensions Education Supplement (pre 2000)PHO - PhonePF - Per FortnightPho - PhonePFWA - Preparing for Work AgreementPI - Public Information/Permissible Income |                                    - | PIT - Parental Income TestPLS - Pensioner Loan SchemePO - Post OfficePOA - Proof of AgePOE - Proof of EnrolmentPOI - Proof of Identification/Proof of IdentityPOInc - Proof of IncomePOP - Proof of PaternityPPP - Parenting Payment PartneredPPS - Parenting Payment SinglePPTW - Permanent Part-time WorkPrel - PreliminaryPRI - PrivateProbO - ProblemProc - ProcessedPRS - ProsecutionPRT - Present Rate to ContinuePRTC - Present Rate to ContinuePT - Part TimePTA - Partner AllowancePtr - PartnerPub Info - Public InformationPW - Per WeekPMT - PaymentQuals - QualificationsRA - Rent assistanceRAA - Remote area allowanceRACF - Residential Aged Care FacilityRCA - Residential Care AllowanceRet - ReceiptRe - RegardingREA - Reassess |
| REC - ReceivedREF - Refer toREG - RegisteredREI - Reissue/Re-InputRej - Rejected/RejectionReq - RequestRMU - Records Management UnitRVW - ReviewR/O - Regional OfficeROLA - Review of Living ArrangementsRTW - Returned to WorkSCW - Community Social WorkerSEA - Sheltered Employment AllowanceSED - Student End DateSEP'D - SeparatedSFA - School Fees AllowanceSHA - Senior Health CardSIAP - Sugar Industry Assistance PackageSKA - Sickness allowanceSOI - Service Offer InterviewSPL - Special benefitSMO - Senior Medical OfficerSp/L - Special LeaveSPR - Sole Parents ReviewSSA - Social Security ActSS Act - Social Security Act 1991SSAA - Social Security Administration ActSSAT - Social Security Appeals TribunalSTA - School Term AllowanceStat Dec - Statutory DeclarationSuper - SuperannuationSusp - Suspended/Suspend |                                    - | SVB - Savings BonusSW/SWO - Centrelink Social WorkerTAC - Trusts & CompaniesTAL - Telephone allowanceTDR - Treating Doctor's ReportTEM - TemporaryTFN - Tax File NumberTfr/XFR - TransferTNA - Tax Notice of AssessmentTRF - Trust or CompanyTRO - Linked Trust or CompanyTRP - Trust or Company PersonTST - TrusteeTT - Transaction TypeURG - UrgentUTLAH - Unable to live at homeVAR – VariationVer - Verification/verifiedWCA - Work Capacity AssessmentWDA - Widow AllowanceW/E - Week EndingWFA - Wife Pension AgeWFD - Wife Pension DSP or Work for Dole ProgramW/H or WHS - Withholdings/WithheldWID - Widow PensionWUK - Whereabouts UnknownWE - Week EndingWEC - Work Effort CertificatesWid - WidowWP -Waiting PeriodWPB - Widow pension BYAL - Youth Allowance |

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