

Employer Support Payment Scheme Advisory Notice

Notification of Decisions & Review

Last Updated 21 May 13

ESPS Advisory Notices provide advice or more detailed explanations concerning aspects of the Employer Support Payments Scheme (ESPS).

ADVICE

Notification of Decisions

Instances have occurred when claimants have received ESPS payments without receiving formal notification of the decision.

Claimants are always to be notified of the outcome of their ESPS claim.

This should be done by sending a minute or letter to the claimant advising them of the outcome. Where a claim form has a notification section, this may also be used.

If the claim has been rejected, the claimant is to be informed, in writing, within seven days of the decision and provided with a statement of reasons for the refusal. The claimant should also be informed of their review/appeal options.

If the claimant is a self employed Reservist, and the claim has been rejected under Principal Source of Income provisions, consideration should also be given to informing the claimant about the Principal Source of Employment provisions.

REVIEW

A claimant may request a decision-maker to review their decision, within 30 days of receiving the notice of a decision.

The redress of grievance system established under the Defence Force Regulations 1952 does not apply in relation to employer support payments

An employer claimant may appeal to the Commonwealth Ombudsman. A self-employed Reservist claimant may appeal to the Defence Force Ombudsman.

FURTHER QUERIES

If ESPS staff have any queries about this topic, they are encouraged to ring the ESPS Directorate on 1800 001 696.