Information on requesting an internal review

Have you received a decision from Victims Services regarding an application for victims support that you disagree with? You can request an internal review of the decision by filling out the Internal review request form (see over). Please see below for further information about requesting an internal review.

What is an internal review?
An internal review is a fresh look at a written decision made by a delegate of the Commissioner (an Assessor) concerning an application for victims support. The internal review is undertaken by a Senior Assessor at Victims Services.

Why should I request an internal review?
If you disagree with an Assessor’s decision that you have received about an application for victims support you can ask Victims Services to review the decision.

How long do I have to lodge an internal review?
You have 90 days from the day you were given notice of the Assessor’s decision. If you think that you may want to lodge a review you should contact Victims Services as soon as possible after you receive the decision and provide a review request by using the Internal review request form (see over).

What do I have to provide to request an internal review?
You should make your request for an internal review in writing and give the reasons why you disagree with the decision. You may use the Internal review request form (see over).
If you wish you can submit further information and evidence after the review request is lodged. The review decision can be deferred if more time is needed.

How do I send my request for an internal review?
You can email or post the Internal review request form (see over), or a written request for internal review, to Victims Services. Our contact details are provided on the letter enclosing the Assessor’s decision.

How long will it take for my internal review to be decided?
The Act requires that you receive notice of the internal review decision within 42 days of the receipt of your request.
The review decision can be deferred and arrangements made to extend this time if further information is needed.

Will other aspects of my claim stop while the review is taking place?
Generally, the application will be put on hold until the review is completed. However, if only part of the Assessor’s decision is being reviewed, or a further Assessor’s decision is required, aspects of the application that are not affected by the review may continue.
**Information on requesting an internal review**

This form may be used by you if you would like to apply for internal review of a decision made under the *Victims Rights and Support Act 2013* (NSW) (*the Act*).

The Act states you must make your application for an internal review within 90 calendar days after Victims Services sends you notice of the decision.

The request for review must be in writing.

General information about the review process and time limits is discussed in the fact sheet (see over).

If you need further information about this form or the internal review process, please contact Victims Services on: 1800 633 063.

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**PART 1: Victim details**

<table>
<thead>
<tr>
<th>Title (Mr/Mrs/Ms/Miss)</th>
<th>First name</th>
<th>Surname</th>
<th>1. Are you filling out this form on behalf of the victim?</th>
</tr>
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<tbody>
<tr>
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<td>Yes [ ] Please provide your details below</td>
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<td>No [ ] Proceed to Part 2: Decision details</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Title (Mr/Mrs/Ms/Miss)</th>
<th>First name</th>
<th>Surname</th>
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<tbody>
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<td>Relationship/capacity</td>
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<td>Postal Address</td>
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<td>Contact number</td>
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<td>Email</td>
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</table>

**PART 2: Decision details**

2. What is the date of the decision you would like reviewed? [ ] (dd/mm/yyyy)

3. Would you like the entire decision reviewed? *(Please tick applicable)*

   Yes [ ]
   No [ ]

   What particular aspect of the decision would you like reviewed? *(Please tick)*

   - Financial assistance for immediate needs [ ]
   - Financial assistance for economic loss [ ]
   - Recognition payment [ ]
   - Counselling [ ]
   - Payment reduced or not granted *(for example, section 44, restitution debt)* [ ]
   - Other [ ]

   Please describe

4. A request for review must include the grounds to explain why you are seeking a review.

   - I will provide this information at a later date [ ]
   - I wish for the person conducting the internal review to consider the following grounds: *(You can attach additional pages if required)*

Victim/representative signature [ ]

Date [ ] (dd/mm/yyyy)