

## 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 decision of an Assessor regarding an application for victims support that is undertaken by a Senior Assessor at Victims Services.

### **Why should I request an internal review?**

If you disagree with a decision that you have received in regard to an application for victims support under the *Victims Rights and Support Act 2013*, you can ask Victims Services to review that decision.

### **How long do I have to lodge an internal review?**

You have 28 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 (in accordance with s49 of the Act).

### **What do I have to provide to request an internal review?**

You should make your request for an internal review in writing and state the reasons why you disagree with the decision. You may use the **Internal review request form** (see over).

After the review request is lodged, you will have further time to provide any extra evidence that you may wish to submit.

### **How do I send my request for an internal review?**

You can post, fax or email 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 where further information is needed.

### **Will other aspects of my claim stop while the review is taking place?**

Only the part of the decision that is being reviewed will be suspended. Other aspects of your claim that are not affected by the review may continue.

### **Are you still not sure about the internal review procedure, or whether you should request a review?**

Contact Victims Services on **1800 633 063** and ask to speak to the Internal Review Officer for further information.

## Internal review request form

Office use only

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 28 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.

### Part 1: Your details

File number First name Surname

#### 1. Are you filling out this form on behalf of the victim?

Yes, please provide details below

No, proceed to Part 2: Decision details

Title First name Surname  
Relationship/capacity  
Postal address Postcode  
Contact number Email

### 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 OR

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)