

Application for an Internal Review

Victims Support Scheme

You can use this form to apply for an internal review if you disagree with a decision about an application for victims support.

What is an internal review?

An internal review is a fresh look at an application or claim. The review is undertaken by a different person than the one who made the original decision.

You may request an internal review in relation to your application for:

- counselling
- financial assistance for immediate needs
- financial assistance for economic loss
- a recognition payment.

The internal review can involve a review of the entire decision or be limited to a particular aspect of the decision, such as a decision in relation to a specific support type or expense.

Learn more about internal reviews on the Victims Services website at victimsservices.justice.nsw.gov.au.

What should I include with my application?

The internal review process is an opportunity for you to give us more information to support your request for victims support.

As part of your application for an internal review, you can let us know:

- the reasons you disagree with the decision
- if there is any information that you've already given us that you would like us to reconsider
- if you have any new information or evidence that you'd like us to consider, such as a police report, a report from a government or government-funded organisation, or medical, dental or counselling reports.

Visit the Victims Services website to learn more about these reports and access optional forms to help you gather this information.

When do I have to apply?

You need to apply within 90 days from the day after you were given notice of the decision. All supporting information and documents must be provided to us within this 90 day period.

How do I apply?

- 1 **Complete this form** and explain why you disagree with the decision. If handwriting your responses, make sure your responses are written clearly and use BLOCK LETTERS.
- 2 Gather any **new supporting information or evidence** that you would like us to consider.
- 3 **Send the completed form and supporting documents** to us by email or post within 90 days from the day after you were given notice of the decision.

Email: vs@dcj.nsw.gov.au (include 'Internal review' in the subject line)

Post: Commissioner of Victims Rights
Victims Services
Department of Communities and Justice
Locked Bag 5118
Parramatta NSW 2124

What happens next?

We will commence an internal review after we get confirmation that all evidence has been provided or when the 90 day period ends, whichever comes first. We will notify you of the outcome within 42 days of this commencement date.

Contact Victims Services

☎ **Call** the Victims Access Line on **1800 633 063** or the Aboriginal Contact Line on **1800 019 123**

✉ **Email** vs@dcj.nsw.gov.au

🌐 **Visit** victimsservices.justice.nsw.gov.au

If you have a hearing or speech impairment, call the National Relay Service on **13 36 77** (TTY) or **1300 555 727** (Speak and Listen).

If you need an interpreter, call the Translating and Interpreting Service on **13 14 50**.

Part 1: Details of the person who applied for victims support

1. Details of the person who applied for victims support

First given name

Second given name(s)

Family name

Victims Services application reference number

2. Contact details of the person who applied for victims support

Email

Postal address

Suburb

State

Postcode

Country

Primary contact number

Part 2: Decision details

3. What is the date of the decision you would like reviewed?

DAY / MONTH / YEAR

4. Would you like the entire decision reviewed?

Yes

No ► What aspect(s) of the decision would you like reviewed? Select all that apply.

Counselling

Financial assistance for immediate needs

Financial assistance for economic loss

Recognition payment

5. Please explain your reasons for applying for an internal review and why you think we should make a different decision. We encourage you to address the specific points provided in the notice of decision. Please attach extra pages if you need more space.

6. Do you have new evidence that you would like us to consider? Supporting documents can include a police report, a government or government-funded organisation report, and medical, dental or counselling reports. You can also provide letters from service providers to support the review of the decision.

- Yes, I have more evidence that I would like to provide ► You must provide any remaining information that you would like us to consider within 90 days after the date you were given notice of the decision.
- Yes, I have provided all supporting documents with my application ► Victims Services will proceed to review your application. You will not be able to provide any further information if you select this option.
- No, I do not have anything further to provide with my application ► Victims Services will proceed to review your application. You will not be able to provide any further information if you select this option.

Privacy notice

The information that you give on this form is collected, used, held and disclosed by the Commissioner of Victims Rights¹ in accordance with the [Department of Communities and Justice's \(DCJ\) Privacy Policy](#) for the purpose of administering the Victims Support Scheme and related functions under the *Victims Rights and Support Act 2013*. It is important you understand your privacy rights. For full information on how DCJ handles your information, please call us on **1800 633 063** or visit the [DCJ website](#).

¹Victims Services, Department of Communities and Justice, Locked Bag 5118, Parramatta (vs@dcj.nsw.gov.au).

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