

Application for an internal review

Fact sheet and form

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 **Application for an internal review 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. The internal review is undertaken by a different delegate than the one who made the initial decision.

Why should I apply for an internal review?

If you disagree with the 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?

An application for an internal review must be made within 90 days after the day you were given notice of the decision.

All supporting information, including further documents and submissions you would like considered as part of the review, must be lodged before the 90 day period ends.

How do I apply for an internal review?

You should apply for an internal review by filling out the **Application for an internal review form** (see over). Your application must include the reasons why you disagree with the decision. Make sure you lodge your application within 90 days after the day you were given notice of the decision.

You may provide further supporting information after lodging your application for an internal review, but this must be provided before the 90 day period ends.

How do I send my application for an internal review?

You can email or post the **Application for an internal review form** to Victims Services. Our contact details are provided at the bottom of the application form.

How long will it take for my internal review to be decided?

You will be notified about the outcome of your application within 42 days after you lodge your complete application for an internal review.

Internal review request form

Use this form if you would like to apply for an internal review of a decision made under the *Victims Rights and Support Act 2013* (NSW) ('the Act').

You must lodge your application for an internal review within 90 days after the day you were given notice of the decision. Make sure you include the reasons why you disagree with the decision.

Information about the internal review process can be found in the fact sheet (see over).

For more information, please contact Victims Services on **1800 633 063**.

Office use only

PART 1: Victim details

| | | |
|---|------------|-------------|
| Title | First name | Surname |
| 1. Are you filling out this form on behalf of the victim? | | File number |
| Yes ► <i>Please provide your details below</i> | | |
| No ► <i>Proceed to Part 2: Decision details</i> | | |
| 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? <i>(Please tick applicable)</i> | |
| Yes | |
| No ► <i>What particular aspect of the decision would you like reviewed? (Please tick)</i> | |
| Financial assistance for immediate needs | Financial assistance for economic loss |
| Recognition payment | Counselling |
| Payment reduced or not granted <i>(for example, section 44, restitution debt)</i> | |
| Other ► <i>Please describe</i> | |
| 4. Your application must include the reasons why you are seeking a review. Please explain why you are seeking a review. You can attach additional pages if required. | |

5. You may provide further supporting information. Do you wish to provide this at a later date?

- Yes ► *(If you have selected 'Yes', all information must be provided within 90 days after the day you were given notice of the decision. Victims Services will not review your application until you tell us that all supporting information has been provided, or the 90 day period has expired.)*
- No ► *(If you have selected 'No', Victims Services will proceed to review your application. You will not be able to lodge any further information.)*

Victim/representative signature

Full name *(please print)*

Date *(dd/mm/yyyy)*

You can send this form to:

Mail: The Commissioner of Victims Rights, Victims Services, Locked Bag 5118 Parramatta 2124 NSW
Email: vs@dcj.nsw.gov.au *(please mark the subject of your email to 'Internal review')*