

NSW Ageing and Disability Commission

Asking for a review of a decision

Our policy

Easy Read version



How to use this policy



The New South Wales (NSW) Ageing and Disability Commission wrote this policy. When you see the word 'we' or 'us', it means the NSW Ageing and Disability Commission.



We have written this policy in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**. We explain what these words mean. There is a list of these words on page 17.



This Easy Read policy is a summary of another policy.



You can find the other policy on our website at www.adc.nsw.gov.au.

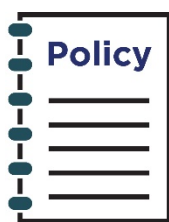


You can ask for help to read this policy. A friend, family member or support person may be able to help you.

What's in this policy?

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What is this policy about?



A **policy** is a plan for how we should do things.



This policy is about asking for a **review** of a decision we have made.

When we do a review, we check to see what:



- works well



- needs to be better.



You can ask us for a review of a decision we have made.



It is ok to ask for a review.

Asking for a review lets us:



- think about our decision in a new way



- look at how we make decisions



- know we make decisions in a way that is fair.

When can I ask for a review?

You can ask for a review when:



- we made a decision that affects you



- you're not happy with a decision we made



- you have talked to an officer about why you're not happy with our decision.

When you ask for a review, you must:



- tell us why you don't agree with our decision



- give us information to help us think about our decision.



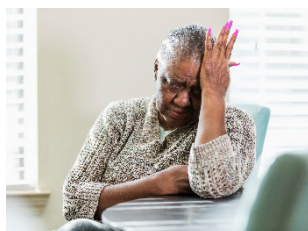
We won't do a review of our decision if you don't do these things.

How do I ask for a review?

You can ask for a review if a decision we make:



- affects you



- worries you.



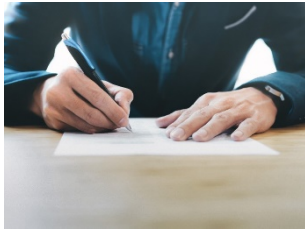
There are many ways to ask us for a review.



You can call us.



1800 628 221



You can write to us.

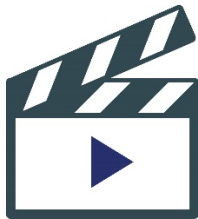


Ageing and Disability Commission
PO Box 40
Parramatta
NSW 2124



You can send us an email.

nswadc@adc.nsw.gov.au



You can make a video and send it to us.



You can talk to us in person.

Level 6, 93 George Street
Parramatta
NSW 2124

What support can I get if I ask for a review?



We can help you ask for a review.

You might also ask:



- a friend



- your family



- an advocate.



An advocate is someone who:

- supports you
- speaks up for you if you can't speak up for yourself.



You can ask someone else to:

- support you
- ask for a review.



Please tell us if there is another way we can support you.

What happens if I ask for a review?



Someone who didn't take part in making our decision will do your review.

They will think about:



- what information you gave us



- why you don't agree with our decision.



They will ask you what you want to happen after the review.



They will decide if another officer needs to review our decision.

What happens in a review?



An officer will review our decision.

They will think about:



- what policy we followed when we made our decision



- if we thought about all the information fairly



- what you think about our decision



- new information you gave us.



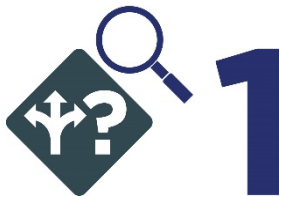
When your review is finished, the officer will send you a letter about the result.



The review will take 20 days.



The officer will also give us ideas about how to make things better.



We will review a decision once.



The result of the review will be final.

What if I am still unhappy?



If you are still unhappy after our review, you can contact the NSW Ombudsman.



You can call the NSW Ombudsman for free.
1800 451 524



You can write a letter and send it to:

NSW Ombudsman
Level 24
580 George Street
NSW 2000



You can fill out a form online.

[www.ombo.nsw.gov.au/complaints/
complaints-form](http://www.ombo.nsw.gov.au/complaints/complaints-form)

Contact us



1800 628 221



Monday to Friday

9am to 5pm



nswadc@adc.nsw.gov.au



PO Box 40

Parramatta

NSW 2124



www.adc.nsw.gov.au

Word list

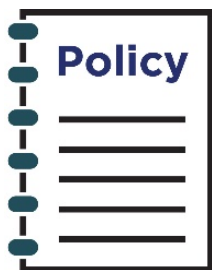
This list explains what the **bold** words in this document mean.



Advocate

An advocate is someone who:

- supports you
- speaks up for you if you can't speak up for yourself.



Policy

A policy is a plan for how we should do things.

Review

When we review something, we check to see what:

- works well
- needs to be better.



Do you need help now?

You should call the police if you need help straight away because:



- you are in danger
- someone else is in danger



Call Triple Zero and ask for the police.
000



You can also call Lifeline.
13 11 14



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