

# How to ask for a review of a decision Public Guardian Easy Read fact sheet



#### This fact sheet is about:

- The Office of the Public Guardian
- What to do if you do not agree with a decision we made



This information is in easy read. There are some hard words in **blue**. The hard words are explained.



The information in this sheet is from our Reviews of Decisions **Policy**.

A policy tells us how we work with you.

You can read our policy on our website or we can send it to you.



### What is a decision?



A **decision** is when you make a choice about something after thinking about it.



The Public Guardian makes some important decisions for you.

### What if you are not happy with the decision?

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Ask your guardian for a 'Reasons for Decision' report

It is like a letter that tells you why the decision was made



After you get the Reasons for Decision report, you can ask for a review of the decision This is when we look at a decision

This is when we look at a decision again



# What happens when you ask us for a review of the decision?



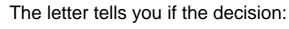
• We will listen to you



• We will look at the decision again



 We will send you a letter in 3 weeks after you ask us to review the decision



• Will stay the same



• Will change



# What if you are still not happy?



You can ask The Administrative and Equal Opportunity Division of NCAT to review the decision.

They are a group of people who check decisions.



To ask the Administrative and Equal Opportunity Division of NCAT for a review you need to write them a letter.

You have to send them this letter within 4 weeks of getting the review letter from us.



They make sure the right decision was made.

The decisions they make are final.



# What if we cannot review the decision?



We cannot review the decision if:

- The guardian made the decision more than 4 weeks ago.
- We have reviewed it before.

## How to ask us for a review of a decision



You can write to us at:

Public Guardian

Locked Bag 5116

Parramatta NSW 2124



You can email us Informationsupport@opg.nsw.gov.au



If you need help writing, you can ask someone to help you write to us.





If you do not have someone to help you send us a letter, you can call a Complaints Support Officer.

The phone number is:

- 02 8688 6070
- 1800 451 510



You can call us through the National Relay Service.

The phone number is:

• 1800 555 630



There are more Easy Read fact sheets about the Public Guardian on our website. www.publicguardian.justice.nsw.gov.au

We can send you them in the mail.

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