

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?



- 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 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



The letter tells you if 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.