



What do I do if I do not agree with a decision made by Comcare?

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If you do not agree with a decision made by Comcare, you may request a review by a Review Officer.

A Review Officer is a Comcare officer who has had no previous involvement in the decision. They look at the evidence that led to the decision, the reasons you do not agree with it and any new information you may provide. The officer will then decide if they agree with the original decision or if it needs to be changed.

To request a review by a Review Officer, you must:

- put your request to Comcare in writing
- refer to the date of the original decision
- explain why you don't agree with that decision
- provide any new information that supports your request, such as medical reports or x-rays that have not previously been considered by Comcare
- make your request within 30 days of receiving the original decision.

If you are unable to put your request to Comcare within 30 days, you may apply for an extension of time.

If you decide to have a solicitor help you with this process, any legal costs will be your responsibility regardless of the outcome of the Review Officer's decision.

When the Review Officer receives your request, they will:

- review the original decision
- assess any new evidence provided by you
- assess the original decision and new evidence in line with the provisions of the *Safety, Rehabilitation and Compensation Act 1988*
- issue a written decision.

Will my employer be involved in the review?

Your employer will receive a copy of your request and may provide comments regarding your request for a review. They also have the same rights to request a review of a decision made by Comcare. We would notify you if your employer requests a review of a decision made on your claim.

What do I do if I don't agree with the decision made by the Review Officer?

If you do not agree with the decision made by the Review Officer, you can apply for the decision to be reviewed by the Administrative Appeals Tribunal (AAT).

There are specific rules you must follow when applying to the AAT. These will be explained when the Review Officer issues their decision.

You cannot apply to the AAT for a review of a decision until a Review Officer has completed their review and issued a written decision.

What if I want copies of documents held on my file?

If you want copies of documents held on your file, please write to Comcare requesting the documents you require.

Do I have any other rights or responsibilities?

Comcare produces various publications and has in place a service charter and a privacy policy. They let you know what you should expect from Comcare and your employer. They also outline your rights and responsibilities and how Comcare protects your privacy. If you would like a copy of any publications, the service charter or privacy policy, please visit our website at www.comcare.gov.au or phone Comcare on 1300 366 979.