

Internal review process

There may be occasions you disagree with our treatment and care decisions.

If you do, talk to your CTP Care contact, they may be able to address your concerns immediately and / or help you with the internal review process.

How to apply for a review of a treatment and care decision

Contact us to request an internal review.

You can fill in an Application for internal review form or provide us with all the information specified in the form.

This includes:

- Details of the decision you would like reviewed
- The alternative decision you seek
- The parts of the decision you would like to be reviewed
- The reasons why you believe the decision should be changed
- Any additional information that you consider is relevant to the internal review of the decision.

You have 28 days from receiving our Notice of Decision letter to request an internal review.

After this time, we may, but are not required to, accept your application for an internal review. To help us undertake the review in a way that's fair and transparent, you must provide us with as much relevant information as possible.

How our internal review process works

Your request will be referred to a team member who has not been involved with the original decision.

They will:

- Acknowledge receipt of your application within two business days, confirm if CTP Care can conduct the internal review of the decision and advise you about key dates.
- Conduct a review in a way which best supports the individual circumstances of your treatment and care request.
- In most cases, inform you of the outcome of the review within 14 days.

You will receive an Internal Review Certificate which will include brief reasons for the decision, together with other relevant information.

You may at any time opt to withdraw your request for an internal review by phone, letter, email or in person at any time before we send the notification of the internal review decision.

If you're still not satisfied with the outcome

If you disagree with or are not satisfied with the outcome of our internal review, you or someone acting on your behalf can lodge a dispute application with the Personal Injury Commission (PIC). Dispute applications should be lodged with the PIC as soon as possible after receiving our internal review decision, as time limits may apply.

The PIC is an independent statutory tribunal that provides a dispute resolution service for compulsory third party (CTP) claimants who are unhappy with a decision made by their insurer.

Personal Injury Commission

Phone: 1800 PIC NSW (1800 742 679)

Email: help@pi.nsw.gov.au

Website: www.pi.nsw.gov.au

Should you wish to seek legal advice, please contact your preferred legal representative, or refer to the Law Society of NSW to find a lawyer by calling 1800 422 713 or visiting <https://www.lawsociety.com.au/for-the-public/find-a-lawyer>.

What is the Independent Review Office?

The Independent Review Office (IRO) is an independent government agency that deals with complaints from injured persons about their motor accident insurer. If at any stage you are unhappy with the management of your injury you can contact the IRO.

Independent Review Office

Phone: 13 94 76

Email: complaints@iro.nsw.gov.au

Website: www.iro.nsw.gov.au

State Insurance Regulatory Authority

For general information and support about your CTP claim, or to access the *Motor Accident Injuries Act 2017* and all State Insurance Regulatory Authority (SIRA) Motor Accident Guidelines please contact SIRA's help centre, CTP Assist.

Phone: 1300 656 919

Email: ctpassist@sira.nsw.gov.au

Website: www.sira.nsw.gov.au

Getting more information

To request an internal review please contact our Customer Resolution Team by emailing feedback.ctpcare@icare.nsw.gov.au or calling 1300 738 586.

For all other treatment and care enquiries please speak with your CTP Care contact:

CTP Care
GPO Box 4052, Sydney, NSW 2001
General Phone Enquiries: 1300 738 586
Email: ctpcare@icare.nsw.gov.au
www.icare.nsw.gov.au