



# Application for an internal review of decision by Children, Youth and Families

## Fill in the form

Complete this form if:

1. You would like a review of an eligible decision made under the *Children and Young People Act 2008*. (*Only Internally Reviewable Decisions are eligible*)
2. You are affected by the decision and received a notice about it, or you can show that the decision has had a direct impact on you.
3. You agree to let your information be shared with Children, Youth and Families so they can review the decision.

## Contact us

You can email us to:

- send your completed form
- ask questions and get help with the process
- find out which decisions can be reviewed.

## Privacy

The information you provide will be collected for the purposes of determining your application for internal review. Your personal information will be handled in accordance with the CSD's Privacy Statement: <https://www.act.gov.au/directorates-and-agencies/community-services-directorate/community-services-directorate-privacy-statement>.

## Your details

<b>Surname</b>	
<b>Given name</b>	
<b>Residential address</b>	
<b>Contact number</b>	
<b>Email address</b>	
<b>Preferred contact method</b>	
<b>Your relationship to the child/young person</b>	
<b>Are you a member of the child/ young person's Care Team?</b>	
<b>Is this application brought on behalf of a child/ young person?</b>	

## Your support needs

<b>What language do you mainly speak at home?</b> We can get you an interpreter if needed.	<input type="checkbox"/> English <input type="checkbox"/> Other – please specify:
<b>Are there any reasonable adjustments you require, to participate fully in a decision review process?</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes – please specify:

## Name of child(ren)/young person(s) the decision relates to

Surname	Given name/s	Date of birth

## Details of the Decision to be internally reviewed

You can attach additional pages if needed

<b>What decision has been made?</b>
<b>When did you receive notice of the decision?</b> Please attach the Internal Review Notice
<b>When was this decision made?</b> If 28 days has passed since the Internal Review Notice was sent, please provide the reason for the delayed application.
<b>Briefly state why you think the decision is wrong or not properly made</b>
<b>Briefly describe any other facts you think are important</b>

# Information about a decision review

## Sensitive: Personal

Any decision made for children and young people must be made in accordance with the *Human Rights Act 2004* and the *Children and Young People Act 2008*.

Information in this document is subject to the confidentiality provisions of the *Children and Young People Act 2008*, the *Information Privacy Act 2014*, the *Health Records (Privacy and Access) Act 1997* and/or the *Crimes Act 1900*.

On 1 July 2025, changes to the *Children and Young People Act 2008* (the Act) introduced new processes for how some decisions made by Children, Youth and Families (CYF) can be reviewed.

## Can I ask for a review?

You can apply for an internal review if:

- You are affected by the decision (you may have received an Internal Review Notice).
- The decision is an Internally Reviewable Decision and can be reviewed.

## How to complete the application

- Apply with this form within 28 calendar days of the Internal Review Notice being sent. Late applications may be considered in some circumstances.
- If your form is incomplete, we may contact you for more information. The review won't start until a complete form is received.
- If someone is helping you (like an advocate), please include a Consent to Obtain and Provide Information form.
- Attach a copy of any documents you want to use as evidence.
- Let us know if your contact details change.
- You can withdraw your application at any time by emailing [CSDCYFDecisionReview@act.gov.au](mailto:CSDCYFDecisionReview@act.gov.au).

## When an application may not be accepted

Your application may not be valid if:

- you are not an eligible person (an Affected Person for a decision)
- the decision cannot be reviewed
- the decision has already been reviewed (you can only apply once per decision)

If this happens, we will tell you about other options.

## What happens while the review is happening?

The original decision still applies while the review is underway. Children Youth and Families can continue with case management based on that decision.

## Information about the process

A review means an Internal Reviewer (a staff member who wasn't involved in the original decision) will look at the decision which has been made, including the facts, the law and policy that guided the decision-making. If new evidence or information is available this can be considered. This may mean a decision made during a review is based on factors that were not present at the time of the original decision.

The reviewer will contact you if they need more information and may arrange a meeting with you. If more information is requested, you will need to provide it within the timeframe specified by the reviewer.

The Internal Reviewer can also talk with the original decision-maker and others involved in the decision, including subject experts.

## How long does the review take?

- The review will take 40 calendar days to complete.
- This time starts only when your application is complete and valid.
- We will let you know when the 40-day period begins.
- The outcome will be that the Internal Reviewer will confirm, vary or make a new decision. The outcome is called the reviewable decision.
- You will receive a Reviewable Decision Notice advising you of the outcome.

## External Review

You can apply for a review at the ACT Administrative and Civil Tribunal instead of applying for an Internal Review, where exceptional circumstances exist. You can also apply to ACAT if you are unhappy with the outcome of the internal review.

An application for external review must be made in writing and can be found on the ACAT [website](#). For further information about how to apply for an external review of decision, visit the ACAT [website](#), or call (02) 6207 1740 or email [tribunal@act.gov.au](mailto:tribunal@act.gov.au).