

Appeals Process for Unsuccessful Carer Applications

Item/Who	KEY STEPS	CLARIFICATION	
Carers, Staff members, Managers	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;">1. Scope</div>	<p>This procedure defines the process for appeals by carers whose registration has been considered and not approved by the carer Accreditation and Review Committee of Baptcare Family and Community Services.</p> <p>Carers includes Foster Carers, Family Options carers and Home Stay carers.</p> <p>For the purpose of this Appeals Process a carer or prospective carer refers to the following:</p> <ul style="list-style-type: none"> ▪ An existing carer who has been the subject of a Batpcare review. ▪ A carer applicant whose assessment has reached the final stage of the assessment process and has been presented to the Accreditation and Review Committee. ▪ A carer applicant where the assessing worker, in consultation with the Out of Home Care Manager or Disability Manager, made the decision not to present the applicant to the Accreditation and Review Committee. 	
Carers, Staff members, Managers	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;">2. Preparation for Appeal</div>	<ul style="list-style-type: none"> ▪ Within 7 days of the Accreditation and Review Committee meeting, the Out of Home Care Manager or Disability Manager notifies carers and prospective carers in writing of the Committee's decision regarding an assessment or review. ▪ The Out of Home Care Manager or Disability Manager is responsible for ensuring that carers or prospective carers who have been unsuccessful in their application for accreditation, or whose accreditation has been revoked, are made aware of the Appeals Process at the time of receiving the Committee's decision. ▪ The format for Appeal is not prescribed; applicants are encouraged to document in a letter the grounds for their appeal, stating why they believe that the Committee's decision is incorrect or why their application to be a carer should be considered by the Committee. ▪ Carers or prospective carers must submit their written 	
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		<p>appeal to the Out of Home Care Manager or Disability Manager as appropriate, within 21 days of being informed of the Committee's decision.</p>
<p>Carers, Staff members, Managers</p>	<p>3. Consideration of Appeal</p>	<ul style="list-style-type: none"> ▪ The Out of Home Care Manager or Disability Manager discusses the Appeal with the Baptcare Family and Community Services Operations Manager, who will convene a meeting with the DHHS Manager or delegate. ▪ The Baptcare Family and Community Services Operations Manager and the DHHS Manager or delegate will jointly make a decision to either uphold the decision made by the Accreditation and Review Committee, or to vary the Committee's decision, stating specific reasons for their decision either way. ▪ If the applicant is appealing against a decision not to submit his or her application to the Carer Accreditation and Review Committee, then the Operations Manager and DHHS Manager will jointly decide to either uphold this decision or to determine that the application should be considered by the Carer Accreditation and Review Committee.
<p>Carers, Staff members, Managers</p>	<p>4. Notification of Appeal decision</p>	<ul style="list-style-type: none"> ▪ The Baptcare Family and Community Services Operations Manager will advise the carer or prospective carer in writing of the outcome of the Appeal, within 14 days of receipt of the appeal. ▪ If the carer or prospective carer is still dissatisfied, they may seek further consideration of their request from the General Manager Family and Community Services whose decision on the Appeal will be final. ▪ Carers are entitled to receive support through the process of appealing against a Carer Accreditation and Review Committee decision. If for whatever reason the Foster Care case manager or Disability staff member is unable to provide appropriate support to a Carer who is appealing, then the carer will be referred to an external source of support as appropriate.