

In Home Care Support Agency Tasmania Formal Review of Decision Process

To support transparency and accountability requirements, a formal review process on decisions made by the IHC Support Agency Tasmania has been developed for families and IHC service providers relating to;

- family's suitability for IHC
- allocated number of hours to family
- allocated number of places to IHC services (where there is more than one service provider
- referral process to IHC services (where there is more than one service provider.

A formal decision review process enables family's and IHC service providers the opportunity to seek a formal review of a decision.

If you are not happy and/or agree with a decision made by the IHC Support Agency Tasmania;

1. In the first instance speak directly with the IHC Support Agency personnel, raising your concerns and providing additional documentation if relevant. The IHC Support Agency personnel will review the decision to check that a fair and just process has occurred. The IHC Support Agency personnel will explain how and why the decision was made and if any errors have been made, adjust the decision accordingly. This first step may support a complaint being resolved quickly vs going through a formal complaint or review process.
2. If the decision remains a grievance and you are seeking a formal review (within a 3-month period), you will be informed on the formal complaint process – available on the IHC Support Agency website. You will have a chance to put in new supporting information before the review is commenced.

Family Management Plans are reviewed on a 3-month basis therefore, the timeframe to lodge a formal review request coincides with the 3 months.

3. On receipt of the *complaints form* seeking a formal review of a decision, the IHC Support Agency Manager will refer this to the General Manager (PD&S) for review.
4. The General Manager will review the documentation and check the decision against the IHC National Guidelines, IHC Handbook, any relevant regulatory requirements (if applicable).
5. The formal review will check that;
 - procedural fairness was adhered to
 - policy was interpreted correctly and fairly when making the decision
 - all circumstances and relevant information were fairly and properly considered
 - any new, relevant information is considered.
6. The General Manager may, if necessary, consult with the Department of Education, IHC Program prior to making a decision on the outcome of the review.
7. The family and/or IHC Service Provider who has sought the formal review will be advised in writing of the outcome of the formal review within 10 working days of lodgement.

Please note that a formal review cannot be undertaken without a formal complaint being lodged as outlined above.