

Formal Decision Review Process

Decisions such as a family's suitability for IHC and the required number of hours, the recommended allocation of places to IHC services, the referral process to IHC services are all decisions that require transparency and the opportunity for families or services to seek a formal review.

If you are unhappy with a decision the IHC Agency has made:

1. Talk to us

If you don't understand or agree with an In Home Care Support Agency decision, please contact us. We'll check the decision, explain why we made the decision and correct any errors. We may be able to resolve things quickly without you having to go through a formal complaint or review. A discussion explaining a decision is not a formal complaint or review.

2. Make a formal complaint

The complaint process is on the website. You can follow this to make a formal complaint.

3. Ask for a formal review

If you still disagree with the outcome after making a formal complaint, you can ask us to review the decision via a formal review.

You can ask for a review by emailing us at info@ihcsupportagency.org.au and asking for a formal review.

The Manager of the In Home Care Support Agency will action your request for review. She will pass it to the CEO of the NSW Family Day Care Association. The CEO will check the decision that was made against the In Home Care Guidelines.

What decisions can be reviewed?

Decisions that can be reviewed include:

- family's suitability for IHC and the required number of hours,
- the recommended allocation of places to IHC services,
- the referral process to IHC services

Is there a timeframe to ask for a review?

Yes, generally you have three months from the date of the original decision to ask for a review.

How does the review process work?

The CEO of NSWFDC Association, who was not part of the original decision, will review the original decision and make a recommendation. The 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.

She will then decide if the original decision is correct or should be set aside. If necessary she will consult with the Department of Education in coming to her decision.

You will have a chance to put in new supporting information before the review is commenced.

Can a formal review be requested without first lodging a complaint?

No. The process that must always be followed is informal talk, formal complaint, formal review.

How long will a review take?

All reviews will be completed within a fortnight of request.