



## RELATED POLICY

*Appeals Policy 1.2*

## PURPOSE

The following documentation outlines the process for the lodgement of an appeal regarding the Accrediting Authorities Prevocational Accreditation Committee's (PAC) accreditation decision.

## SCOPE

Any NT health regional health service, individual or department that is the subject of an Accreditation decision may, within 14 days from receipt of written advice of the Accreditation decision, apply to the Chair of the PAC to have the decision reviewed by an Appeals Committee for any or all of the following reasons:

1. An error in due process occurred in the formulation of the earlier decision  
**and/or**
2. Relevant and significant information which was available and provided to the Surveyors was not considered in the making of the recommendations  
**and/or**
3. The decision of the PAC was inconsistent with the information put before that Committee  
**and/or**
4. Perceived bias of a Surveyor

## DEFINITIONS

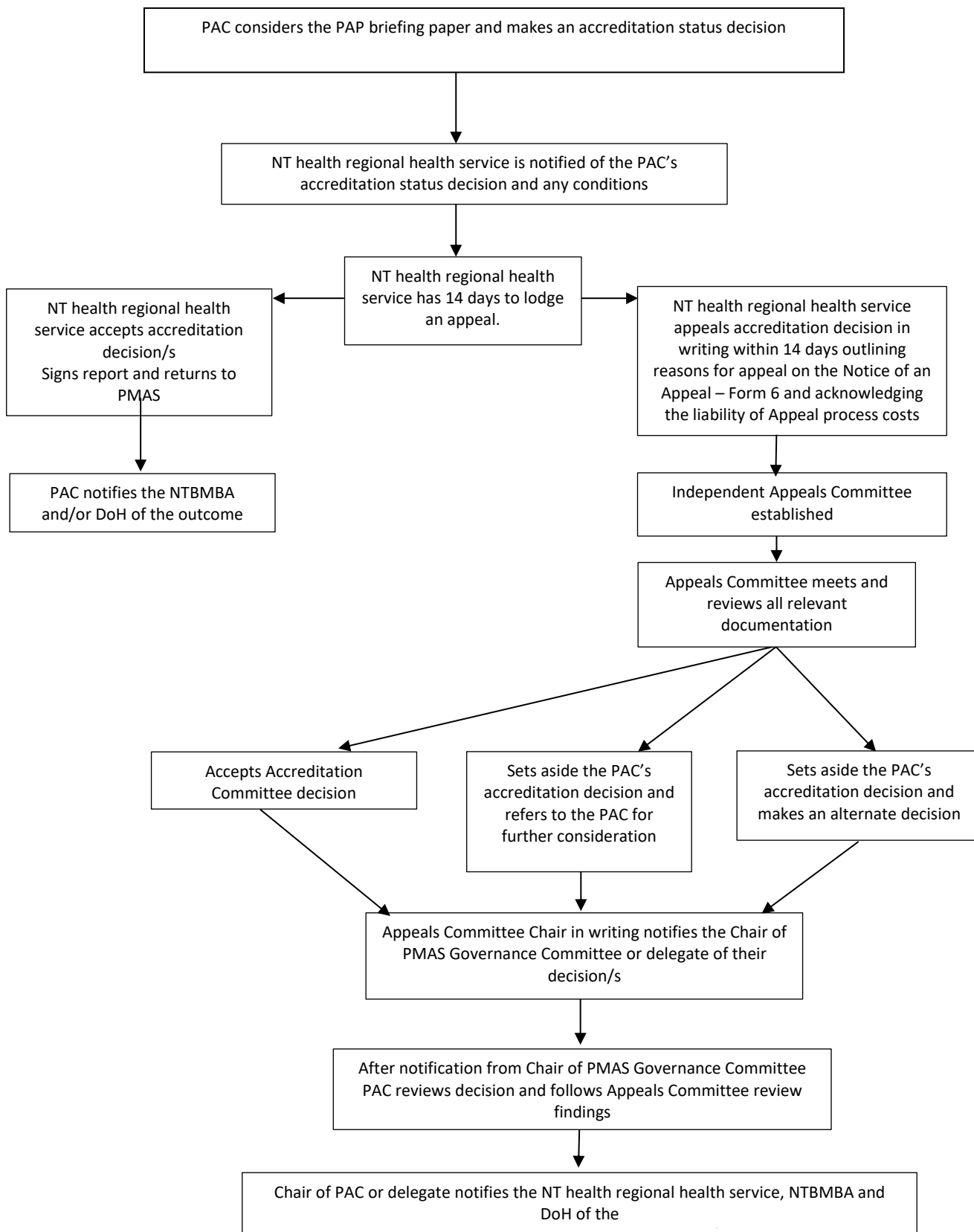
**Appeal** – An Appeal is a request (in writing) for review of a decision made by the PAC.

**Appeals Committee** – is an independent group convened by the Chair of the PMAS Governance Committee and is responsible for reviewing the PAC's accreditation status decision regarding any formal (written) Appeal from a health facility.

**Prevocational Accreditation Committee (PAC)** – The PAC approves the policies, processes and procedures for the NT Prevocational Accreditation System. This Committee reviews briefing papers and reports from the Prevocational Accreditation Panel (PAP) and the Accreditation Survey Teams and makes accreditation status decisions regarding survey event findings. The Committee is comprised of a variety of stakeholders as outlined in their Terms of Reference.

## PROCESS FLOWCHART

# APPEAL AGAINST THE PAC DECISION PROCESS



# APPEAL AGAINST THE PAC DECISION PROCESS



## PROCESS DESCRIPTION

This Process should take no longer than four weeks to complete. Commencing from the end of the 14 day Appeal lodgement period. The Process is as follows:

1. The PAC considers the PAP's Briefing Paper and makes an Accreditation decision.
2. PAC provides the NT health regional health service the finalised Accreditation Report and notifies them of the PAC accreditation decision.
3. The NT health regional health service has 14 days to lodge an appeal in writing.
4. The NT health regional health service either:
  - a. Accepts the Accreditation Report – signs the report and returns the report signed to PMAS.

**OR**

- b. The NT health regional health service requests in writing an appeal within 14 days of written notice of the PAC decision. When lodging an Appeal, NT health regional health services are requested to provide detailed information in writing including comments on the reason for the Appeal, and specific items raised in the Accreditation Report that the NT health regional health service may wish to dispute. In any appeal, the appellant (NT health regional health service) will bear the burden of proof to establish the grounds of the Appeal. The applicant should state on which grounds they are making the Appeal in the terms outlined above using the Notice of Appeal Form (form 6).

**Please Note:** The appellant (NT health regional health service) shall be liable for the costs associated with the convening of the Appeals Committee (including travel, accommodation, honoraria, recording costs etc.). NT health regional health services will be liable for any additional costs incurred during the Appeal, which will be billed to the NT health regional health service at the conclusion of the Appeal. As a guide, the total costs may be \$3000 - \$5000.

If the Appeal is successful any associated or additional costs of the Appeal will not be billed to the appellant (NT health regional health service).

5. Chair of the PMAS Governance Committee or delegate will convene/establish an independent Appeals Committee according to the Guidelines outlined in the Appeals Policy. The Appeals Committee will examine all relevant documentation that will include:
  - a. Completed Form 6 - Notice of Appeal Against the PAC Decision
  - b. The NT health regional health service Survey event report underpinning the PAC accreditation decision
  - c. Responses from Surveyor and Facility feedback provided to accrediting authority
  - d. Relevant Committee and Panel minutes/briefing papers
  - e. Any other supporting documentation provided by the appellant NT health regional health service
  - f. Any other relevant documents requested by the independent Appeals Committee.



# APPEAL AGAINST THE PAC DECISION PROCESS

The Appeals Committee shall be entitled to consider all relevant information that it thinks fit to achieve an outcome to the Appeal.

The Appeal will be registered in the Prevocational Accreditation Appeals Register. Minutes of hearings of the Appeals Committee along with all the reviewed documentation will be recorded in a confidential EFILE. The NTBMBA and/or DoH will be notified in writing of the outcome of the appeals process.

6. The Appeals Committee makes a decision that either:
  - a. Affirms and upholds the previous decision made by the Prevocational Accreditation Committee, **OR**
  - b. Sets aside the previous decision of the PAC and refers the decision back to the PAC for further consideration (upon such terms or conditions that the Appeals Committee may determine e.g. if there is insufficient information to make a decision. In this case PAC may require additional information or a re-Survey of the NT health regional health service), **OR**
  - c. Sets aside the PAC decision which is the subject of the Appeal before the committee and advises the Chair of the Governance Committee in writing of an alternative Accreditation decision that includes revised recommendations and/or conditions for the appellant (NT health regional health service).
7. The Appeals Committee will inform the Chair of the PMAS Governance Committee or delegate in writing of their advice regarding the Appeal before them and if any associated or additional costs the appellant (NT health regional health service) may be liable for.
8. The Chair of the PMAS Governance Committee will inform the Prevocational Accreditation Committee in writing of the Appeals Committees advice and findings.
9. The Prevocational Accreditation Committee will be bound to accept the advice and findings of the Appeals Committee and will uphold the Appeals Committee Accreditation decision accordingly.
10. The Prevocational Accreditation Committee will inform the NT health regional health service, NTBMBA and/or DoH of the appeal outcome. The NT health regional health service will retain its earlier Accreditation Status during the appeal process.
11. All appeal documents will be stored and recorded appropriately in an electronic confidential file.

## SUPPORTING DOCUMENTATION

1. *Accreditation Policy 1.1*

## PERFORMANCE MEASURES/KPI

1. 100% of requests for Appeals are managed according to the Process
2. Feedback from NT health regional health services
3. Feedback from Prevocational Accreditation Committee

Process Contact Officer: Quality Assurance Officer