



Information Sheet

Intensive Treatment and Support (ITAS) Service

Appeal Process

ITAS recognizes there will be times when potential clients and their advocates will disagree with a decision made by the ITAS intake panel. This information sheet describes the process to be followed for lodging an appeal regarding such decisions.

What can I appeal?

You can appeal a decision regarding:

1. Eligibility for the service
2. Priority selection for the receipt of services

Who can appeal?

Appeals can be lodged by

- The referrer
- A potential client
- An interested party such as a parent, guardian, friend, community advocate or other representative of the potential client

Who do I appeal to?

In the first instance, appeals should be forwarded to the ITAS Manager. Your appeal should outline the specifics of your concerns and the reasons why you regard the decision as being incorrect.

You should specifically highlight any relevant information regarding the potential client, and his or her circumstances, which you think may have been overlooked in the decision making process.

What happens after I appeal?

The receipt of an appeal will be acknowledged within 24 hours.

The ITAS Manager will consider the merits of the appeal and a written response will be forwarded to the person who made the appeal within 28 days of lodgment.



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What happens if I am not happy with the outcome of my appeal?

If you are unsuccessful in having the decision changed, and you are not happy with the explanation provided, you can appeal to the Director Disability ACT.

If you are still not satisfied with the outcome of your appeal you can write to the:

Disability and Community Services & Children and Young People Commissioner
12 Moore Street
Canberra City ACT 2600
GPO Box 158
Canberra ACT 2601

What if I want more information on lodging an appeal?

If you require more information regarding the ITAS appeal process you should contact the ITAS Training and Communications Officer on 6207 6383 or at itas@act.gov.au.