



Area of Need – appeals process

The AoN appeals process has been developed in consultation with key stakeholders with extensive knowledge of medical workforce issues.

Purpose

The appeals process provides for the re-assessment of an AoN application. It aims to:

- provide assurance that processes are fair, transparent and reflect the underlying principles of the program
- provide integrity and equity in the decision-making process
- provide a mechanism to monitor the effectiveness of procedures and ensure continuous improvement
- eliminate perceived bias towards any applicant, service or organisation
- eliminate time consuming complaints that may arise from misunderstandings.

Scope

Inclusion

The AoN appeals process applies to organisations and/or individuals in the public and private sectors whose application for an AoN has been unsuccessful and have eligible grounds for appealing the decision.

Exclusion

Requests for appeal will not be considered in the following circumstances:

1. The reason given for the outcome was that the application did not fully address all the AoN Assessment Criteria.
2. The grounds for appeal are not directly related to the AoN Assessment Criteria (such as commercial considerations of private enterprises).
3. The appeal is being requested by a third party (a person or organisation other than the original applicant).
4. The grounds for appeal fall outside the AoN program's jurisdiction e.g. Medicare Provider Number legislation, Distribution Priority Area and District of Workforce Shortage approval, immigration matters, registration with the Medical Board of Australia.
5. The appeal request is submitted more than 28 days after notification of the decision.

Process

1. Appeals request

- 1.1 Appeals must be submitted in writing within 28 days from the decision notification.
- 1.2 The request must clearly state the grounds for appeal.

2. Appeals assessment

- 2.1 Appeals will be referred to an independent AoN Appeals Panel for re-assessment.
- 2.2 The applicant will be notified in writing of the outcome of the appeals process within 28 days of appeal lodgement.

Please contact the Area of Need Team by emailing areaofneed@health.wa.gov.au to submit an appeal or if you have any questions.