I CAN ONLINE IN-TAKE APPEALS POLICY

This policy was endorsed by Core Enablers in December 2018
Last Updated: 13 July 2026

This policy applies to customers of I CAN Network who would like a decision of Core Enablers (Management) following an in-take process to be reviewed.

1. When can an appeal be made?
An appeal can be lodged in regard to a decision made as a result of an in-take process in which managers have screened the suitability of I CAN service/s to a prospective participant.

An appeal cannot be made by someone who has not participated in an in-take process.

2. How does someone make an appeal?
In writing to the designated Appeals Officer appeals@icannetwork.com.au (this person is Deputy CEO/Child Safeguarding Officer Tiffany Mumford)

3. What is the content of the appeal?
The Appeals Officer should ensure the individual appealing has set out the grounds for their appeal in writing.

If the appeal is in regard to alleged discrimination, the relevant section of the Disability Discrimination Act 1992 must be referenced.

4. What are the steps of the appeal?

- Contact the Appeals Officer, clearly outlining the grounds for the appeal in writing.
- The Appeals Officer will inform the individual of the appeals process, including whether an appeal hearing will be in person, online via video platform, or as otherwise agreed.
- The Appeal hearing is held, considering any relevant documentation and providing opportunities for all involved to discuss the issues they would like the appeal panel to consider. Summary notes will be taken.
- The panel will consider the case and make a decision if not completed during an adjournment. The grounds for appeal will be determined as ‘upheld’, ‘rejected’, or ‘requires a full or partial rehearing’.

5. What happens after the appeal?

- The outcome of the appeal hearing will be confirmed to the individual in writing, usually within 7 days of the hearing.
- The appeal decision will be final and there will be no further right of appeal.
- If the panel is unable to make a decision as further information is required, they will inform the individual as to when they can expect written notification of the decision (or if further action was deemed necessary, what this further action would entail).

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