

Appeal process of Needs Based Assessment outcome

A referrer may wish to appeal the outcome of the Needs Based Assessment (NBA) if a client is determined to be ineligible for Specialist Dementia Care Program (SDCP) placement by Dementia Support Australia (DSA). If an appeal is lodged, the NBA recommendation report, developed by the NBA Assessor, will be reviewed by the DSA Head of Clinical Services (or their appropriate delegate). The outcome of that review will be clearly communicated to the referrer in a timely manner. The appeal process is outlined below.

Step 1

A referrer lodges an appeal with the NBA Assessor.

Step 2

A case review is undertaken by the Head of Clinical Services*.

The case review will determine if NBA Assessor's ruling regarding eligibility is upheld or overturned.

This is presented for endorsement to the Director, Dementia Support Australia.

**Or their nominated delegate*

Step 3

Within 7 days of the appeal being lodged, the outcome of the case review is communicated via a signed letter from the Director of the Dementia Centre provided by the Head of DSA.

If the referrer is not satisfied with the outcome of the appeal or the explanation provided, a member of the Senior Leadership Team* will discuss the decision with the referrer and provide contact details for the Department of Health for further discussion if the referrer wishes to pursue the review.

**Or their nominated delegate*

If you have any questions about the assessment process you can speak to a Dementia Support Australia Consultant on **1800 699 799** or refer to our website www.dementia.com.au