



Psychotherapy & Counselling  
Federation of Australia

## Membership and Registration Appeals Process

PACFA Members and Registrants, and Applicants for PACFA Membership and Registration, can appeal against:

- An unsuccessful application for Membership or Registration in the Clinical or Provisional categories under the [Membership and Registration and Renewal Requirements](#)
- Approval for Membership or Registration in a lower category than applied for under the [Membership and Registration and Renewal Requirements](#)
- An unsuccessful application for membership at a particular membership level for a PACFA College under the relevant [College Membership Requirements](#)
- An unsuccessful application for accreditation as a Mental Health Practitioner under the [Mental Health Practitioner Registration Requirements](#)
- An unsuccessful application for accreditation as an Accredited Supervisor under the [Accredited Supervisor Requirements](#)
- An unsuccessful application to go on leave from Membership or Registration in the Clinical or Provisional categories under the [Leave of Absence Policy](#), or an application to return from leave
- An unsuccessful application to Reactivate Membership or Registration under the [Suspension and Reactivation Policy](#)
- An unsuccessful application to renew membership or Registration in the Clinical or Provisional categories under the [Membership and Registration and Renewal Requirements](#)

### Appeal Process

1. The Member, Registrant or Applicant may lodge an Appeal within 28 days of the decision via email to the PACFA CEO at [maria.brett@pacfa.org.au](mailto:maria.brett@pacfa.org.au) or by letter to the CEO at the PACFA Office.
2. The Appeal must state the grounds for appeal in relation to the relevant requirements as detailed above.
3. Appeals will be heard by an appropriate Appeal Panel:
  - 3.1 If the appeal relates to a decision made by PACFA Office staff, the appeal will be considered by the Professional Standards Committee. The Professional Standards Chair will convene an Appeal Panel of three members of the Professional Standards Committee.
  - 3.2 If the appeal relates to a decision made by the Professional Standards Committee, or if the Professional Standards Committee is not able to form a Panel to hear an appeal on a decision made by a PACFA staff member, the appeal will be considered by the PACFA Board. A PACFA

Board Appeal Panel will be made up of three members of the PACFA Board, specifically the President (or a Board member nominated by the President) and two other Board members.

4. The Appeal Panel's role is to:

- Consider the Membership or Registration decision made in relation to the relevant Membership and Registration Requirements (if required, the Panel may request a written response from the person or Committee that made the decision);
- Decide if the appeal should be upheld and on what grounds; and
- Record the decision of the Appeal Panel and the reasons.

5. Details of the decision documented and communicated to the person appealing:

- The Appeal Panel's decision will be communicated to the Member, Registrant or Applicant in writing by the PACFA Office within 28 days of the receipt of the Appeal.
- The Appeal Panel's decision will be final and no further appeals are possible.
- All appeal documentation will be stored in the PACFA Office.