

Membership review and appeal policy

If your membership application is unsuccessful, ACWA has a fair and equitable process for managing review and appeal requests.

You may dispute the outcome of your membership assessment if you:

- believe the application has been incorrectly assessed;
- wish to highlight special circumstances that were not adequately described at the time of the application; or
- wish to submit additional evidence to support the original application.

Please note: Applicants who have been awarded provisional membership but believe they meet the criteria for full membership do not need to follow this process. Instead, these applicants should send an email to membership@acwa.org.au detailing why the outcome is disputed.

DEFINITIONS

Review

You can request a review if you believe you can provide additional evidence to support a successful outcome for your original application. The original assessing officer will conduct the review.

Appeal

You can request an appeal when you believe an incorrect decision was made based on the information and evidence submitted in your original application. No new evidence can be submitted in an appeal although you can submit a detailed letter explaining the grounds for appeal. An appeal panel will determine the appeal outcome.

How to lodge a review or appeal request

Requests must be lodged within 28 days of receiving the outcome. Fees apply – see the form for details.

1. Complete the appeal-or-review-form-membership which is located via this link <https://www.acwa.org.au/workers/become-a-member/registered-membership/> under application process.
2. Submit the form (along with any documents) via email to membership@acwa.org.au within 28 days of receiving the outcome. Please include your name in the subject line.

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How ACWA will process your request

1. The form will be checked to ensure it has been filled out correctly and is consistent with the review and appeal policy.
2. The form will be forwarded to Finance for the payment to be processed.
3. The Manager of Membership will send an acknowledgement email.
4. The application will be carefully considered in line with ACWA's membership guidelines.
5. The outcome will be finalised within 2-4 weeks from the date of payment.

Our team will happily respond to post-assessment enquiries. Please email us at membership@acwa.org.au if you wish to seek clarification on your outcome or whether a review or an appeal application is right for you.