

Lodge an Appeal with Housing

The Housing Appeals mechanism is a two-tiered process that ensures all appeals are dealt with in a fair, consistent and transparent manner.

The appeals process is free, and you will not be discriminated against or disadvantaged if you lodge an appeal.

First Tier Appeals are undertaken by the Housing Complaints and Appeals Unit. After a full review of your matter, the Housing Complaints and Appeals Unit will put forward recommendations to the Regional Housing Manager for a decision.

Should you remain dissatisfied with the outcome of the First Tier Appeal, you can lodge a Second Tier Appeal to have your matter reviewed by the Housing Appeals Board.

Second Tier Appeals are reviewed by the Housing Appeals Board.

The Appeals Board is independent from the Department of Territory Families, Housing and Communities and board members are appointed by the Minister for Public and Affordable Housing.

The role of the Appeals Board is to see if the Department decisions were fair, reasonable and made within relevant policy and legislation.

The majority of decisions can be appealed with some exceptions.

What decisions can be appealed?

The appeals process ensures that all decisions are independently reviewed by people who were not involved in the original decision. Some examples are:

- Priority housing
- Housing entitlements
- Tenant charges
- Termination notices.

Decisions that may not be appealed

Those that have been considered by:

- The content of Housing's Operational Policy
- Decisions not directly related to the client
- Matters related to non-housing services, e.g. support and referral services
- Matters that progress to the Commissioner of Tenancies
- The sale of public housing dwellings.

If you are unsure if your issue can be appealed, contact the Complaints and Appeals unit on 1800 685 743.

What support is available?

You can nominate someone to help you at any time during the appeal process. This person could be an advocate, friend or relative. If you want this person to speak on your behalf, you may need to provide a signed consent form or letter.

If you have difficulty understanding English, housing can arrange for an Interpreter to help you. There is no charge for this service.

For more information

You can call the Housing Complaints and Appeals Unit on 1800 685 743 or email housing.appeals@nt.gov.au.

To speak to us in languages other than English, call the telephone interpreting service on 131 450.

You can also contact your local Housing office or visit tfhc.nt.gov.au.

Greater Darwin	(08) 8999 8814
Arnhem	(08) 8987 0533
Central Australia	(08) 8951 5344
Big Rivers	(08) 8973 8513
Barkly	(08) 8962 4497
Top End	(08) 8995 5122