



Review of Decision – important information from Housing ACT

You can appeal against decisions made by Housing ACT

Decisions on your circumstances are made based on the information you provide. You should provide full and accurate information so that a fair and considered decision can be made.

If you think a Housing ACT decision is unfair or wrong you can ask for it to be reviewed. There are two levels of review.

The first level of review is by a senior officer in the area where the original decision was made. You will be advised in writing of the outcome of this review.

If you do not agree with the outcome of the review, you will be given the opportunity to seek a second level review. The second level depends on the nature of the matter. The request for a review should be in writing. No fees are payable.

Housing Assistance and Tenancy Review Panel (HATRP)

The Housing Assistance and Tenancy Review Panel (HATRP) meets regularly to review decisions on housing assistance and tenancy matters such as:

- eligibility for assistance;
- needs category;
- transfers (Housing ACT properties only)
- re-housing;
- removal from the Social Housing Register;
- rental rebate assistance (for public housing tenants only);
- calculation of rental rebate (for public housing tenants only); and
- Tenant Responsible Maintenance (TRM) over \$5000 (for public housing tenants only).

The HATRP is made up of Senior Managers of Housing ACT who were not involved in the original decision. The HATRP provides a fair and comprehensive review of the original decision. The HATRP will have access to your file and request for review. It will consider all information available.

The HATRP cannot overturn the original decision but it can make a recommendation to the Delegate of the Commissioner for Social Housing about how the matter should be resolved.



The HATRP may:

- recommend that Housing ACT's decision be changed or confirmed;
- recommend other actions; or
- require further information.

The Delegate of the Commissioner for Social Housing will write to inform you of the result of your review.

If you do not agree with the outcome you may take the matter to the ACT Civil and Administrative Tribunal. Contact Operational Services within Housing ACT on 133 427 for further details.

How do I have a decision reviewed?

If you are unhappy with a decision:

Step 1: Talk to the staff member who made the decision. Where there is new information or changed circumstances, please tell us, as this could affect the decision. Please provide documents that confirm the changes. We can then arrange for the decision to be re-examined on the basis of new and relevant information by an officer more senior to the original decision maker.

Step 2: If still not satisfied, you can have the decision reviewed formally. Help is available from the Operational Services Unit. An officer from Operational Services can help you undertake the review process effectively. Contact the Operational Services Unit on 133 427.

In order to appeal formally, complete an [Application for Review of Decision form](#) (available from Gateway Services).

You should say why you disagree with the decision and request that it be reviewed within twenty eight (28) days of receiving a letter telling you of Housing ACT's decision.

You can hand deliver the form to Gateway Services or send it to:

The Manager
Operational Services
Housing ACT
Locked Bag 3000
Belconnen ACT 2616



ACT Civil and Administrative Tribunal (ACAT)

If you are still unhappy with a decision made by Housing ACT you may be able to apply to the ACT Civil and Administrative Tribunal (ACAT) for an independent review of a decision on a housing assistance matter. At present no fees are payable by Housing ACT clients.

Help and Support

ACT Government is committed to helping you sustain your tenancy and funds a number of programs to assist you in this.

Support to sustain your tenancy is available through the 'Supportive Tenancies Service' which is operated by Woden Community Services in partnership with Belconnen Community Services and the YWCA of Canberra. If you would like to access this service please contact Belconnen Community Services on 6264 0200.

If you would like help with debt counselling, please contact Care Financial Counselling Service any weekday morning on 6257 1788 or visit www.carefcs.org.

If you wish to seek legal advice then you may wish to contact organisations such as Legal Aid 6243 3411 or Welfare Rights and Legal Centre 6247 2177.

There are a number of other organisations available to help and support you. Please contact your Housing Manager for additional information.

ACT Ombudsman

You also have the right to approach the Ombudsman about the processing of your request. If you wish to do this, you should write to;

ACT Ombudsman
GPO Box 442
Canberra ACT 2601
Telephone: 1300 362 072

Freedom of Information ACT 1989

You may be able to access documents on your file relating to a decision under the *Freedom of Information Act 1989*. Contact Operational Services within Housing ACT on 133 427 for further details.



Reviews are different to complaints

Complaints will generally be about the way a service was provided, rather than about a decision.

Housing ACT has a client feedback system for taking compliments, suggestions or complaints. See the [‘Complaints Management’](#) Fact Sheet for more information.

For more information about this service contact the Complaints Management Unit within Housing and Community Services on 133 427.

Further Information

For more information, contact the Community Services Directorate on 133 427 or visit Gateway Services at:

Nature Conservation House
Cnr Emu Bank & Benjamin Way
Belconnen Town Centre
(Open 9:00am to 5:00pm Mon to Fri)

For more assistance on Housing ACT matters, please telephone 133 427.

Accessibility

The ACT Government is committed to making its information, services, events and venues, accessible to as many people as possible.

If you have difficulty reading a standard printed document and would like to receive this publication in an **alternative format** – such as large print or audio – please telephone **(02) 6205 0619**.

If English is not your first language and you require the **translating and interpreting services** – please telephone **131 450**.

If you are deaf or hearing impaired and require the **TTY typewriter service** – please telephone **(02) 6205 0888**.