



Translating and Interpreting Service (TIS) – Telephone: 13 14 50

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This publication is available in other formats that can be requested at any time.



Government of **Western Australia**
Department of **Communities**

Interpreting services

If you require an interpreter to help you lodge this form or to attend your Regional Appeals Committee hearing please advise your local Department of Communities office.

Appeal hearing location

The Regional Appeals Committee hearing will be held at a Department of Communities office. If you can not attend this office, we can arrange to have the hearing in one of our other offices or you can request a telephone conference.

Further action

If you disagree with the outcome of your Tier 2 appeal, the Department will advise you of the most appropriate agencies to contact. Relevant agencies may include:

- the Magistrates Court
- State Ombudsman
- Equal Opportunity Commission.

Please contact your local Department of Communities office if you have any further questions.

For more information about the appeals process, speak to an officer at your local Department of Communities office or refer to the Housing Appeals Mechanism Policy at www.communities.wa.gov.au

> Services > Housing



The Housing Authority operates within the Department of Communities.

Department of Communities offices*

Head office
5 Newman Court
Fremantle 6160
Tel: (08) 6217 6888
Toll free: 1800 176 888

Metropolitan offices

Armadale
Shop 2C, Armadale Shopping Centre
10 Orchard Avenue
Armadale 6112
Tel: (08) 9391 1600

Cannington
17 Manning Road
Cannington 6107
Tel: (08) 9350 3244

Fremantle
42 Queen Street
Fremantle 6160
Tel: (08) 9432 5300

Joondalup
Unit 4, 7 Wise Street
Joondalup 6027
Tel: (08) 9404 3300

Kwinana
2 Stidworthy Way
Kwinana 6167
Tel: (08) 9411 9500

Mandurah
Unit 1, 17 Sholl Street
Mandurah 6210
Tel: (08) 9583 6100

Midland
21 Old Great Northern Highway
Midland 6056
Tel: (08) 9250 9191

Mirrabeeka
5 Milldale Way
Mirrabeeka 6061
Tel: (08) 9345 9655

Perth City
605 Wellington Street
Perth 6000
Tel: (08) 9476 2444

Victoria Park
269 Albany Highway
Victoria Park 6100
Tel: (08) 9350 3700

Great Southern

Albany
131 Aberdeen Street
Albany 6330
Tel: (08) 9845 7144

Katanning
6 Daping Street
Katanning 6317
Tel: (08) 9891 1800

South West

Bunbury
22 Forrest Avenue
Bunbury 6230
Tel: (08) 9792 2111

Busselton
88 Kent Street
Busselton 6280
Tel: (08) 6277 3666

Manjimup
Unit 10,
30-32 Rose Street
Manjimup 6258
Tel: (08) 9771 7800

Goldfields

Esperance
92 Dempster Street
Esperance 6450
Tel: (08) 9072 3000

Kalgoorlie
Unit 1-2,
84-90 Brookman Street
Kalgoorlie 6430
Tel: (08) 9093 5200

Mid West

Carnarvon
30 Robinson Street
Carnarvon 6701
Tel: (08) 9941 6500

Geraldton
201 Marine Terrace
Geraldton 6530
Tel: (08) 9923 4444

Meekatharra
14 Main Street
Meekatharra 6642
Tel: (08) 9956 5000

Pilbara

Karratha
The Quarter HQ
Level 2, 20 Sharpe Ave
Karratha 6714
Tel: (08) 9159 1700

South Hedland
Cnr Brand & Tonkin Sts
South Hedland 6722
Tel: (08) 9160 2800

West Kimberley

Broome
30 Frederick Street
Broome 6725
Tel: (08) 9158 3600

Derby
West Kimberley House
16-22 Loch Street
Derby 6728
Tel: (08) 9158 4000

East Kimberley

Halls Creek
Lot 72-73
Great Northern Hwy
Halls Creek 6770
Tel: (08) 9168 9300

Kununurra
16 Coolibah Drive
Kununurra 6743
Tel: (08) 9166 5100

Wheatbelt

Merredin
27 Mitchell Street
Merredin 6415
Tel: (08) 9081 3800

Narrogin
11-13 Park Street
Narrogin 6312
Tel: (08) 9881 9400

Northam
5 Elizabeth Place
Northam 6401
Tel: (08) 9690 1900

* For housing related matters

communities.wa.gov.au

Appeals Process

The appeals process allows you to review an unfavourable decision made by the Department of Communities.



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This brochure explains the appeals process

The appeals process

The Department of Communities understands the decisions it makes can affect its customers.

If you feel the Department has made an unfavourable decision, you can speak with the original decision-maker.

If you still feel the decision is unfavourable then the appeals process is available to you.

There are two levels of appeal:

Tier 1: A review by a senior Department of Communities officer who was not involved in the original decision-making process.

Tier 2: An appeal hearing by the Regional Appeals Committee.

The appeals process allows decisions to be independently reviewed by people who were not involved in the original decision.

You can lodge an appeal within 12 months of the decision being made by the Department of Communities.

Decisions you can appeal

You can appeal an unfavourable decision that relates to:

- your rental housing, priority assistance, or transfer application
- bond assistance
- assessment of tenant liability charges
- your continued eligibility for public housing.

If your appeal relates to a decision about a home loan please contact Keystart on 1300 578 278.

Decisions you cannot appeal

Some decisions made by the Department cannot be appealed, such as:

- decisions that apply generally to all customers (e.g. market rent increases and subsidy percentage rates)
- decisions made more than 12 months ago
- decisions which are or have been the subject of any notice or proceedings under the *Residential Tenancies Act 1987* or strikes issued under the Disruptive Behaviour Management Policy
- decisions made by the Western Australian Ombudsman
- decisions made by the Western Australian State Administrative Tribunal
- water consumption charges as they are not determined by the Department.

You can contact your local office if you are not sure whether the decision can be appealed.

How to appeal

Lodge a written request by completing the Housing Appeals Mechanism Request Form sent to you with the original decision. The form is also available from your local Department of Communities office or the Department's website.

The Department can provide a list of tenancy advice and advocacy services who can provide independent advice and help you to prepare your appeal.

To ensure all of your concerns and circumstances are taken into account, the Department recommends you provide any relevant information such as medical reports and support letters when you lodge your appeal.

Under the *Freedom of Information Act 1992*, you may apply to the Department for copies of documents relating to your case.



Tier 1

Tier 1 appeal is a review by a senior Department of Communities officer who was not involved in the original decision-making process. You may be asked to provide extra information during this process.

Your case will be reviewed to see if:

- all relevant facts have been considered
- the decision was reasonable given your circumstances
- sufficient evidence was available to reach the decision
- the original decision should be overturned
- your case should be referred to Tier 2.

Tier 2

Your appeal will be referred to Tier 2 to be reviewed by the Regional Appeals Committee if your appeal was completely unsuccessful at Tier 1 or you make a request to have a partially upheld Tier 1 decision reviewed further.

You will be invited to attend the hearing so you can discuss your case. If you decide to attend the hearing, the Department encourages you to bring someone along to help you – this may be a friend, family member, or someone who has been helping you with your situation.

The Regional Appeals Committee will ask you questions to make sure that all the issues are understood. After hearing your case the Regional Appeals Committee will look at all of the facts before reaching a decision.

