

2nd Tier Application

Appeals Mechanism

Housing Services recognises that decisions they make have a significant impact on their clients. The appeals process ensures that any unfavourable decisions can be reviewed through an open and accountable mechanism by an internal review panel.

This panel comprises of three senior staff members who were not involved in the original decision, to assess if the original decision was made fairly, in accordance with the policy and if all relevant information was taken into consideration

Housing Services may use discretion to bypass the 2nd Tier Appeal process and elevate certain matters to the Northern Territory Housing Appeals Board.

Has the matter been reviewed at the first tier of the appeals mechanism by the Regional Housing Office? If yes please continue. If no please contact your local housing office.

Applicant's details

Name

Please circle: Mr / Mrs / Ms / Ms / Miss

First name:

Family name:

Date of birth:/...../.....

Have you or any other person listed in this application been known by another name? Yes No

If yes please specify:

Residential address

Street number: Street name:

Suburb: Post code:

Postal address (if different to above):

Contact details

Home phone: Work phone: Mobile:

Email address:

Are you of Aboriginal or Torres Strait Islander decent? Yes No

Do you require an interpreter? Yes No

If yes, what language?

Do you have someone helping you with your appeal? Yes No

If yes, please provide the name, address and telephone number of this advocate

Name:

Address: Phone:

Completed Applications

Completed applications with any supporting documentation can be lodged at your local housing office or mailed to:

Complaints and Appeals
GPO Box 4621
Darwin NT 0801

For enquires telephone (08) 8999 8853, toll free 1300 301 167 or email housingcomplaints@nt.gov.au.

Office use only	
Application received:	-----/-----/-----
Application acknowledged:	-----/-----/-----
Details of Appeals hearing sent to client:	-----
Schedule of appeals sent to client:	-----
Determination sent to client:	-----

<p>Για βοήθεια στη γλώσσα σας τηλεφωνήστε στις Υπηρεσίες Στέγασης (Housing Services) στο 1300 301 167.</p> <p>"Đề được sự giúp đỡ về ngôn ngữ, xin gọi Dịch vụ Gia Cư (Housing Services) qua số 1300 301 167"</p> <p>للمساعدة اللغوية يرجى الاتصال بخدمات الإسكان على الرقم 1300 301 167</p> <p>Untuk bantuan bahasa hubungilah Dinas Perumahan (Housing Services) di nomor telp 1300 301 167</p> <p>សម្រាប់ជំនួយភាសា សូមទូរស័ព្ទទៅសេវាលំនៅឋានតាមរយៈលេខ៖ 1300 301 167</p> <p>အင်္ဂလိပ်စကားနားလည်ဖို့အကူအညီအတွက် အိမ်ယာဝန်ဆောင်မှုများဌာန ၁၃၀၀ ၃၀၀ ၁၆၇ ကို ခေါ်ပါ။</p> <p>若需語言協助請撥1300 301 167 与房屋服务联系</p> <p>Para a assistência da língua ligue para os Serviços de Habitação no 1300 301 167.</p> <p>Wegen Hilfe in deutscher Sprache wenden Sie sich bitte an den Wohnungsdienst, Telefonnummer 1300 301 167.</p> <p>For language assistance please call Housing Services on 1300 301 167.</p>

Housing Services contacts

Casuarina - Ethos House, 270 Trower Rd	p: 08 8922 5526
Darwin - Construction House, Cnr Mitchell and Briggs Sts	p: 08 8999 8814
Palmerston - Highway House, Cnr Broadland St and Palmerston Cct	p: 08 8999 4767
Alice Springs - Cnr Leichhardt and Gregory Tce	p: 08 8951 5344
Tennant Creek - Government Building, Peko Rd	p: 08 8962 4497
Katherine - NT Government Centre, First St	p: 08 8973 8536
Nhulunbuy - Shop 2 Arnhem House, Endeavour Square	p: 08 8987 0533
Client Relations Officer	p: 1300 301 167 or 08 8999 8853