



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

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

For more information visit [Communications.gov.au/accesshub/nrs](http://Communications.gov.au/accesshub/nrs)

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 search the Housing Appeals Mechanism Policy at [communities.wa.gov.au](http://communities.wa.gov.au)**



The Housing Authority operates within the Department of Communities.

## Department of Communities offices\*

**Head office**  
5 Newman Court  
Fremantle 6160  
Tel: 1800 176 888

**Metropolitan offices**  
**Armadale**  
151 Jull Street  
Armadale 6112  
Tel: (08) 6215 1212

**Cannington**  
17 Manning Road  
Cannington 6107  
Tel: (08) 6414 3111

**Fremantle**  
42 Queen Street  
Fremantle 6160  
Tel: (08) 6414 3222

**Joondalup**  
Unit 4, 7 Wise Street  
Joondalup 6027  
Tel: (08) 6215 1414

**Kwinana**  
2 Stidworthy Way  
Kwinana 6167  
Tel: (08) 6277 3877

**Mandurah**  
Unit 1, 17 Sholl Street  
Mandurah 6210  
Tel: (08) 6277 3883

**Midland**  
21 Old Great  
Northern Highway  
Midland 6056  
Tel: (08) 6277 4343

**Mirrabooka**  
5 Milldale Way  
Mirrabooka 6061  
Tel: (08) 6414 3000

**Perth City**  
605 Wellington Street  
Perth 6000  
Tel: (08) 6215 1500

**Victoria Park**  
269 Albany Highway  
Victoria Park 6100  
Tel: (08) 6414 2115

**Great Southern**  
**Albany**  
131 Aberdeen Street  
Albany 6330  
Tel: (08) 6277 4177

**Katanning**  
6 Daping Street  
Katanning 6317  
Tel: (08) 6277 4188

**South West**  
**Bunbury**  
22 Forrest Avenue  
Bunbury 6230  
Tel: (08) 6414 3204

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

**Manjimup**  
Unit 10,  
30-32 Rose Street  
Manjimup 6258  
Tel: (08) 6277 5008

**Goldfields**  
**Esperance**  
86B Windich Street  
Esperance 6450  
Tel: (08) 6277 3844

**Kalgoorlie**  
Unit 1-2,  
84-96 Brookman Street  
Kalgoorlie 6430  
Tel: (08) 6277 5233

**Mid West**  
**Carnarvon**  
6 Robinson Street  
Carnarvon 6701  
Tel: (08) 6414 3312

**Geraldton**  
201 Marine Terrace  
Geraldton 6530  
Tel: (08) 6414 3320

\* For housing related matters

**Pilbara**  
**Karratha**  
The Quarter HQ  
Level 2,  
20 Sharpe Avenue  
Karratha 6714  
Tel: (08) 6414 3333

**South Hedland**  
Cnr Brand and  
Tonkin Streets  
South Hedland 6722  
Tel: (08) 6277 5044

**West Kimberley**  
**Broome**  
30 Frederick Street  
Broome 6725  
Tel: (08) 6277 3833

**Derby**  
West Kimberley House  
16-22 Loch Street  
Derby 6728  
Tel: (08) 6277 3880

**East Kimberley**  
**Halls Creek**  
14A Terone Street  
Halls Creek 6770  
Tel: (08) 6277 3811

**Kununurra**  
16 Coolibah Drive  
Kununurra 6743  
Tel: (08) 6215 1501

**Wheatbelt**  
**Merredin**  
27 Mitchell Street  
Merredin 6415  
Tel: (08) 6414 2981

**Narrogin**  
11-13 Park Street  
Narrogin 6312  
Tel: (08) 6414 2979

**Northam**  
5 Elizabeth Place  
Northam 6401  
Tel: (08) 6414 3230

[communities.wa.gov.au](http://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.

