



safe, secure and affordable housing

Northern Territory Housing Appeals Mechanism

Are you unhappy with a Housing policy, practice, procedure or action taken by a departmental officer?

You can ask for that decision to be reviewed under the Northern Territory Housing Appeals Mechanism (NTHAM).

The decision

When the Department of Local Government and Housing makes a decision that you are unhappy with you can complain in person, by phone, mail, fax, email or by completing an appeal application form.

Who can appeal?

Anyone who is not happy with a decision made by the department.

What decisions can you appeal?

You can appeal against any decision made by the department.

Some examples are:

- feeling that you were discriminated against when you were applying for public housing
- you may have been told that you are not entitled to a transfer but believe you should be.

What issues can not be dealt with?

The NTHAM can not deal with issues that are the responsibility of other tribunals. For example, a decision made by a local court for eviction.

Is there a cost?

No it is free to appeal.

What if you need help with your appeal?

If you need help completing your application form you can get someone to help you. For example, a social worker, doctor, friend, community worker or by contacting the complaints and appeals unit.

Housing Services can arrange for an interpreter at no cost if you have difficulty understanding English.

There are three levels of appeal

1st Tier

An automatic review of any unfavourable decision by a housing officer in your area, followed by a further internal review if required. This is referred to as the 1st Tier Appeal.

2nd Tier

An internal review by the Northern Territory Housing Internal Review Panel, consisting of three senior staff members not involved in the original decision. This is referred to as a 2nd Tier Appeal. Housing Services may use discretion to bypass the 2nd Tier appeals process and elevate certain matters to the Northern Territory Housing Appeals Board (NTHAB).

3rd Tier

An external review by the NTHAB, consisting of three community persons appointed by the Minister for Housing. The board is independent to Housing Services and is referred to as a 3rd Tier Appeal.

What happens next?

Housing Services will acknowledge your complaint in writing and will begin investigating your complaint promptly.

You may be contacted for additional information.

How do I appeal?

You can find out how to appeal by calling our toll free number 1300 301 167 for advice.

Appeal application forms are available from your local housing office, community organisations or by calling the client relations officer on 8999 8853. Email housingcomplaints@nt.gov.au or for tenants in Alice Springs housingservicescomplaintsalicesprings@nt.gov.au.

Application forms are also available for download via our website www.nt.gov.au/housing.

Για βοήθεια στη γλώσσα σας τηλεφωνήστε στις Υπηρεσίες Στέγασης (Housing Services) στο 1300 301 167.

"Đề đợc sự giúp đỡ về ngôn ngữ, xin gọi Dịch vụ Gia Cư (Housing Services) qua số 1300 301 167"

للمساعدة اللغوية يرجى الاتصال بخدمات الإسكان على الرقم 1300 301 167

Untuk bantuan bahasa hubungilah Dinas Perumahan (Housing Services) di nomor telp 1300 301 167

សម្រាប់ជំនួយភាសា សូមទូរស័ព្ទទៅសេវាករនៅឋានតាមរយៈលេខ៖ 1300 301 167

အင်္ဂလိပ်စကားနားလည်ဖို့အကူအညီအတွက် အိမ်ယာဝန်ဆောင်မှုများနှင့် ၁၃၀၀ ၃၀၀ ၁၆၇ ကို ခေါ်ပါ။

若需语言协助 请拨 1300 301 167 与房屋服务联络

Para a assistência da língua ligue para os Serviços de Habitação no 1300 301 167.

Wegen Hilfe in deutscher Sprache wenden Sie sich bitte an den Wohnungsdienst, Telefonnummer 1300 301 167.

For language assistance please call Housing Services on 1300 301 167.

Housing Services offices

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