

Decisions and You

The Department of Territory Families, Housing and Communities needs to be fair and transparent when it makes decisions about tenants or applicants. The Department recognises not all circumstances can be covered by its policies. The Discretionary Decision Making policy lets the Department make decisions relating to the situation of a client, where that person's circumstances are not adequately covered by existing policies.

When the Department makes a decision about your tenancy or application (such as your Housing Application or issuing a demerit point) you have the right to know how and why this decision was made.

Sometimes you can ask for this decision to be reviewed by the Department, or an independent organisation called NTCAT. These are called reviewable decisions.

What is NTCAT?

NTCAT stands for Northern Territory Civil and Administrative Tribunal. NTCAT is an independent organisation who can review Government decisions if the legislation allows a review. You can apply to NTCAT to review a decision within 28 days of the decision being made, or within 28 days from when the Department has provided you with the reasons for the decision.

How does the Department make decisions that affect you?

The Department uses relevant legislation and policies to inform any decision. There is a process the Department follows when it makes a discretionary decision.

The Department will also provide with the ability to have your say. This applies to any decisions made by the Department.

Why is this important for me?

It is important for you to understand how and why a decision about your situation has been made; whether the outcome has been favourable or not. This allows you to be certain that a decision has been made in a fair and transparent way.

What is my role?

You will need to provide all evidence and supporting documentation required by the Department. This will help the Department make an informed decision.

Your right to appeal

You have the right to appeal the outcome of most decisions. Please contact the Department's Appeals Officer on (08) 8999 8546 for further information.

Where can I find more information?

For further information contact your local Housing office or visit tfhc.nt.gov.au.

Alice Springs	(08) 8951 5344
Arafura Region	(08) 8995 5122
Greater Darwin	(08) 8999 8814
Katherine	(08) 8973 8513
Nhulunbuy	(08) 8987 0533
Palmerston	(08) 8999 4767
Tennant Creek	(08) 8962 4497