



APPEALS POLICY

SPO19

Responsible Manager:	Executive Manager Housing Services
Head of Power:	<i>Local Government Act 2009 (Qld)</i> <i>Local Government Regulation 2012 (Qld)</i> <i>Housing Act 2003 (Qld)</i> <i>Housing Regulation 2003 (Qld)</i> <i>Residential Tenancies and Rooming Accommodation Act 2008 (Qld)</i> Housing Policy PO12 Tenancy Breach Policy SPO18
Authorised by:	Council
Authorised on:	September 2017
Implemented from:	September 2017
Last reviewed:	N/A
Review history:	N/A
To be reviewed on:	June 2019
Corporate Plan:	Environment

1. POLICY STATEMENT

- a) The *Housing Act* (Qld) 2003 sets out the rights for tenants to appeal reviewable decisions by the Manager Housing about:
 - i. a person's eligibility to be provided social housing;
 - ii. the type of social housing to be provided to a person;
 - iii. the place where social housing is to be provided to a person.
- b) Council will in the first instance encourage negotiation with the tenant with the aim to resolve the issue, before tenants consider the appeals process.
- c) Council supports the right to appeal, based on Council's commitment to:
 - i. accessibility – all Council's tenants have the right to challenge decisions relating to the provision of housing services they believe are incorrect;
 - ii. addressing and responding to matters quickly and fairly;
 - iii. redressing: reassessing decisions if policy is not applied correctly;
 - iv. accountability – all decisions must be documented clearly and openly to ensure integrity in the process.
- d) The appeals process provides Council with the opportunity to review policy and procedure effectiveness.
- e) Council is committed to delivering quality client service, mutual respect and support to staff and tenants.

2. SCOPE

This Policy applies to all Council tenants including employees, Councillors, contractors, volunteers and agents of Council.

3. PROCEDURE

This Policy is to be applied in conjunction with Appeals Procedure SPO19-PR1.

4. AUTHORISATION

This Policy was duly authorised by Council as Torres Strait Island Regional Council Appeals Policy on September 2017 and shall hereby supersede any previous policies of the same intent.



Bruce Ranga
Chief Executive Officer

Date 3 / 10 / 2017