

# How to make an application for review: registered providers

If the Department has made a decision under the *Housing Act 2003* regarding your registration or the appointment of an interim manager to your organisation, you can apply to have this decision reviewed using the review process.

**You will need to apply to have a decision reviewed within 28 days of the decision being made.** There is no charge for a review and it will be treated confidentially. Please be aware that an application for review must be made in writing.

To seek a formal review, you need to provide written details of your concerns on a Review Application Form, available from Community Housing, any Housing Service Centre or from the Housing Appeals and Review Unit located in Brisbane.

On the form, providers will be asked to give details of the decision they are seeking a review of and the reasons for doing so. Providers should also attach copies of any documents supporting their case. Providers must have two office bearers sign the review form before lodging it.

## What will happen to your review application?

Your application form will be sent to the Department's Housing Appeals and Review Unit, so that it can be registered. Providers will be sent a letter by the Department acknowledging the receipt of the Application for Review Form within one week of it being received. Your review of decision will be considered on the basis of the information provided in the application.

## What type of decisions can be reviewed?

### Decisions made by the Department under the *Housing Act 2003*

- A decision made under section 28 to refuse an application for registration
- A decision made under section 30 to refuse an application for the cancellation of registration
- A decision made under section 30 requiring a provider to take specific action before an application for cancellation of registration will be granted
- A decision made under section 31 to cancel registration

- A decision to appoint an interim manager under Part 5, Division 2 of the Act
- A decision to register an organisation under section 127

The review of the decision will be examined by the Housing Appeals and Review Unit located in Brisbane, who will independently examine the matter to determine if the policy and procedures were correctly applied.

You will be able to discuss your review application in person or by telephone with a member of the Housing Appeals and Review Unit if you feel you need to do so.

The Appeals and Review Unit will send you a letter advising of the outcome of the review within 28 days of the date the Department received the application. You will also receive an explanation of the decision and the reasons which support the decision.

If you are still dissatisfied with the decision after going through the review process, and you wish to have the matter examined further, you may contact:

The Queensland Ombudsman's Office  
288 Edward Street, Brisbane  
Free call: 1800 068 908

For further information, please contact:

Housing Appeals and Review Unit  
Department of Communities  
PO Box 806 Brisbane 4001  
1300 364 560  
[www.housing.qld.gov.au](http://www.housing.qld.gov.au)