



Administrative Appeals Policy Form



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Issue 1.0 / 21 February 2022

English

Administrative Appeals Policy

This Administrative Appeals Policy Form is a document that needs to be completed by the applicant to appeal an administrative decision made by the Aboriginal Housing Office (AHO).

Appeals can be made against NSW Aboriginal Housing Office (AHO) decisions regarding:

- Registration
- Resource Allocation
- Funding

Full details of what you can appeal and the appeals process are outlined in the [AHO Administrative Appeals Policy](#). Alternatively, you can contact the AHO on (02) 8836 9444 for further information.

Please attach any relevant documentation or additional information that may assist the appeals process. A request for review may be made by:

1) Send completed Appeals Policy form to:

4PSQ, Level 5
12 Darcy Street, Parramatta, NSW, 2124
Locked Bag 5022

2) or, alternatively, completing this form and emailing with attachments to requests@aho.nsw.gov.au

Please ensure that you complete and answer all fields in **PART A and B** and review the document prior to sending.

Part A: Applicant Details

Name of Applicant: _____



Organisation Name: _____

Address: _____

Telephone: _____

Email: _____

ADVOCATE OR OTHER CONTACT PERSONS DETAILS

Name of advocate: _____

Name of Organisation / Agency: _____

Address: _____

Telephone: _____

Email: _____

Part B: What are the grounds for this review?

1. What Administrative decision are you looking to review?

- Registration
- Funding and Resource Allocation
- Decisions arising from a housing provider not complying with the terms and conditions as outlined in a contractual agreement

2. When was the decision made: _____ (DD/MM/YYYY)

3. Why are you appealing the decision? Please select one of the following.
- a) Inadequate consideration was given to their individual circumstances
 - b) The decision was made contrary to AHO policy and/or guidelines
 - c) The decision involved a poor interpretation of policy and/or guidelines
 - d) The procedure used to reach the decision was not fair and accurate.

4. Please outline your case for appeal.



5. Is there any additional information that needs to be taken into consideration?

6. What outcome/s are you seeking?

Supporting Documentation

Please provide and attach any relevant documentation you believe will support your appeal*. For example

- Letters
- References
- Reports
- Emails
- Submissions

***Please highlight or reference specific sections that you want the investigating officer to pay particular attention to.**

Date submitting the appeal form: **DD/MM/YYYY** (it must be within **15 business days** of the decision being made)

Name: _____ Signature: _____

Personal information collected

The Aboriginal Housing Office needs to collect some of your personal information so it can effectively conduct an internal review of the Administrative decision.

The AHO is committed to openness and transparency in carrying out its functions, to publish information in accordance with the GIPA Act, and to disclose information in response to an Informal or Formal Request for Information application, unless doing so would be contrary to the public interest.

Any personal information the Aboriginal Housing Office collects is protected under the [Privacy and Personal Information Protection Act 1998](#) (NSW) and the [Health Records and Information Privacy Act 2002 \(NSW\)](#). These laws govern:

- What information we can collect and how we collect it
- How we store and protect personal and health information
- How you can find out what information we hold and correct it if it is wrong
- How we can use and disclose your information including special protection for health and other sensitive information
- How you can complain about breaches of your privacy.

Expanding on this, is the Government Information (Public Access) Act 2009, which sets out how the AHO complies with its obligations under the GIPA Act, and how a member of the public may exercise the right of access to information held by government.

- Designed to promote a fair, transparent and open government for the people of NSW

Further information about your privacy rights can be found [here](#).

Personal information use and disclosure

The AHO will use your personal information to conduct the internal review of the Administrative decision.

If you fail to supply all of the information requested on the form, your request for an internal review may be delayed due to the AHO not having all the facts and information to proceed with the investigation.

The AHO will not use any of your personal information for any other purposes, or disclose it to any other organisations, individuals or recipients unless you have authorised.