



Decision Making Policy Framework

Policy Intent

Housing Tasmania's decision-making framework is to assist staff to ensure that all decisions made are consistent with our *policy framework*, meet the principles of natural justice, and the legal and ethical standards of administrative law.

Ethics

In working with our clients, exercising our delegated powers and carrying out our responsibilities we will:

- **Understand entitlements** – that every Tasmanian citizen has the right to test their eligibility, to have fair process, and to have decisions reviewed
- **Understand programs** – know our services, the way they relate to other services, and the outcomes they are intended to achieve
- **Be competent** – to have the knowledge, skills and commitment necessary to ensure we can competently carry out our responsibilities
- **Have no conflict of interest** – neither have, or be reasonably perceived to have financial, family or associate conflict of interest which could compromise the actual or perceived objectivity of our decisions
- **Be courteous** – always be courteous and professional in the way we relate to others, including the way we manage difficult or confused clients
- **Act fairly** – by acting in a way that is not preferential, biased, or based on whim or prejudice.

Natural Justice

We will ensure that in the way we work, and in the way we exercise functions and powers, that we meet these standards of **procedural fairness**:

- **Respect the right to be heard** – our clients have the right to put their case, and to have all reasonable assistance, in order to ensure they have the best opportunity to make their needs, situation and position clear, both initially, and in the review of any adverse decision we have made
- **Be objective** - decisions will be made fairly, and not based on whim, personal preference or values
- **Make decisions based on evidence** - the facts, and information which we have used to form opinions, draw conclusions and make decisions will be transparent, and be related to the decision made
- **Meet the duty to enquire** – we will not make decisions without making reasonable efforts to pursue and obtain other information which could assist us to make a good decision.



Review of decisions

We will always make sure that a person affected by an adverse decision is aware of their right to have the decision reviewed, as set out in [Review of Decisions](#) and we will give them all reasonable assistance to exercise their right of review.

Re-entry

Applicants who have been evicted from public rental housing will be considered for re-housing on a case by case basis.

For further information relating to this policy please email the helpdesk housing.policyhelpdesk@dhhs.tas.gov.au