

Discretionary Decision Making Policy

Last updated: February 2023

Policy Intent

This policy supports the Department of Communities (Communities) exercising judgement where a client's circumstances fall outside of existing Housing policy, or a decision made solely within current policy could result in inequitable treatment of the client.

Communities reserves the right to use discretion to make decisions regarding a client in such circumstances and apply common sense where it is identified a non-standard situation is being experienced.

Scope

The Discretionary Decision-Making Policy applies to all clients who are impacted by decisions regarding the Department of Communities (Housing) products and services.

Communities considers that substantive equality must be applied in the decision making process and that the same application of rules to unequal groups can have unequal outcomes. It may be necessary to provide different approaches depending on a person's circumstances.

- iii. Manager Housing Transitions
- iv. Bond Assistance Coordinator
- v. Regional Business Improvement Officer
- vi. Manager Housing Services
- vii. Area Manager
- viii. Manager Property Maintenance
- ix. Manager Client Services
- x. Administration Manager

Discretionary Decision

Version	Effective Date	Description	Author	Reference number
1	June 2010	Document removed from Rental Policy and Bond Assistance Loan Policy to sit alone to maintain version control and easier staff access.	A/Business Solutions Manager	