

Appeals: are a request to have an official decision reviewed as you don't agree with the outcome.

Appeal Type *(Please tick the box to indicate what your appeal is about)*

- | | |
|--|---|
| <input type="checkbox"/> Assessment of housing application | <input type="checkbox"/> Water usage charges |
| <input type="checkbox"/> Allocation of housing | <input type="checkbox"/> Tenancy issues |
| <input type="checkbox"/> Rent assessment | <input type="checkbox"/> A decision made about a maintenance to your home |
| <input type="checkbox"/> Application for rehousing | <input type="checkbox"/> A decision made about modification to your home |
| <input type="checkbox"/> Repair charges | <input type="checkbox"/> Other |

Personal Information

Name	
Address	
Email Address	
Phone Number	Tenant Code

Appeal Details *(What decision did we make that you want changed?)*

What would you like to give us feedback about? *(Please select all that apply)*

- | | | |
|---|------------------------------|-----------------------------|
| (a) Have you already discussed this matter with a staff member? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (b) Were you told why the decision was made? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (c) Have you provided further evidence to support your appeal? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |



Thank you - your feedback will now be recorded in our system.

How would you like to be contacted?	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Letter
When we contact you, would you like us to use an Interpreter?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	
Language Spoken?			
Is there any other assistance required?			

For more information on our **Complaints and Appeals Process** please visit our website at www.humehousing.com.au

Name	
Signature of person providing feedback	
Date	

External Review Options

The Housing Appeals Committee (HAC) is an independent organisation that will review decisions made by Social Housing providers once an internal appeal has been completed.

For further information on what they can or can not review please refer to www.hac.org.au or call them on **1800 629 794**.




The NDIS Commission will manage complaints about NDIS supports or services. For further information and a list of Independent Disability Support Advocate refer to www.ndiscommission.gov.au or call them on **1800 035 544**.



Privacy Policy

Your privacy is important to us. To be able to provide our support and accommodation services, we collect, hold and use some personal information under the guidelines of the Privacy Act 1988. You can read more about the information we collect and how we protect it in our Privacy Policy.

Contact Us

-  **02 9722 4300**
-  hume@humehousing.com.au
-  humehousing.com.au

Determined to
SUCCEED

Creators of
CONNECTIVITY

Builders of
RESILIENCE

Champions of
CHANGE

