



## Other Avenues of Client Review and Appeal

### Victoria

#### Tenants Union of Victoria

Provides assistance to those making complaints about tenancy issues in private and public sectors. Can assist with Legal advice.

☎ Local call: 03 9416 2577

[www.tuv.org.au](http://www.tuv.org.au)

#### Equal Opportunities Commission of Victoria

An independent statutory body accountable to Parliament and responsible for eliminating discrimination in Victoria. It offers information, education and consultancy services, conducts research and provides legal policy advice

☎ Free call: 1300 292 153

[www.eoc.vic.gov.au](http://www.eoc.vic.gov.au)

#### Homelessness Advocacy Service

If you have a problem with a Government funded Homelessness support and accommodation service you can contact HAS who will inform you of your rights and how to make a complaint.

☎ Free call: 1800 066 256

<http://www.chp.org.au/has.shtml>

#### Ombudsman Victoria

An independent officer of the Victorian Parliament who investigate complaints about administrative actions taken by Victorian government departments, most statutory authorities and local government.

☎ Local call: 03 9613 622

☎ Free call: 1800 806 314

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

#### Officer of the Registrar Of Housing Agencies

This office has a legislated role in monitoring the existence of complaints policies and registers within registered housing agencies. This office is also a second level for tenants and prospective tenants of registered agencies to direct complaints to where they have not been resolved by the agency.

☎ Local call: 03 9096 9830

[www.housing.vic.gov.au/orha](http://www.housing.vic.gov.au/orha)

#### Commissioner for Privacy and Data Collection

The Commissioner deals with complaints specifically related to breaches of privacy.

☎ Local call: 1300 666 444

[www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)

## New South Wales

### Housing Appeals Committee -

The Housing Appeals Committee (HAC) is an independent agency, which deals with appeals from people who are unhappy with decisions made by social housing providers. Appeals can be made to the HAC about decisions of Housing NSW or Community Housing organisations providing long term housing. The HAC reviews decisions to see if they are fair, reasonable and made within the policy of the housing provider. The HAC can recommend changes to the decision of housing providers.

✉ PO Box 1206, BURWOOD NSW 1805

☎ 1800 629 794

☎ 02 9715 7955

### Tenants' Union Advice Line

✉ email: [contact@tenantsunion.org.au](mailto:contact@tenantsunion.org.au)

☎ 02 8117 3750

☎ Free call: 1800 251 101

## GREATER SYDNEY REGION

### Aboriginal Tenants: Advice and Advocacy Service

*Metropolitan Sydney*

Blue Mountains, Hawkesbury region, Macarthur region, Central Coast

*Local Government Areas*

Ashfield, Auburn, Bankstown, Botany Bay, Blacktown, Blue Mountains, Burwood, Camden, Campbelltown, Canada Bay, Canterbury, Gosford, Hawkesbury, Fairfield, Holroyd, Hornsby, Hunters Hill, Hurstville, Kogarah, Kuring-gai, Leichhardt, Lane Cove, Liverpool, Manly, Marrickville, Mosman, North Sydney, Parramatta, Penrith, Pittwater, Randwick, Rockdale, Ryde, Strathfield, Sutherland, Sydney City, The Hills, Waverley, Warringah, Willoughby, Woollahra, Wollondilly, Wyong

✉ 3/423 Parramatta Road, Leichhardt NSW 2040

☎ 02 9569 0222

## MID NORTH COAST REGION

### Mid Coast Tenants Advice and Advocacy Service

*Local Government Areas:* Bellingen, Coffs Harbour, Forster, Greater Taree, Port Macquarie, Hastings, Kempsey, Nambucca, Tuncurry

Mid Coast Tenants Advice and Advocacy service (MCTAAS) is a free service providing information and advice to all tenants, including private and Housing NSW tenants and residents of residential parks.

Port Macquarie Neighbourhood Centre

✉ PO Box 5213, Port Macquarie NSW 2444

<http://www.pmninfo.org.au/>

☎ 02 6583 9866

☎ Free call: 1800 777 722

### Aboriginal Tenants: Advice and Advocacy Service

Areas: Buladelah, Forster, Muswellbrook, Taree to Tweed Heads, Armidale to Moree

✉ PO Box 1075, Grafton NSW 2460

☎ 02 6643 4426

☎ Free call: 1800 248 913

## WOLLONGONG REGION

### Illawarra Tenants Service

*Local Government Areas:* Bega Valley, Eurobodalla, Kiama, Shellharbour, Shoalhaven, Wingecarribee, Wollongong

✉ 7 Greene St, Warrawong NSW 2502

<http://www.illawarralegalcentre.org.au/>

☎ 02 4274 3475

☎ Free call: 1800 807 225

### Aboriginal Tenants: Advice and Advocacy Service

*Area covered*

Illawarra, Queanbeyan, Southern Tablelands, Lower South Coast, Snowy, Central Murrumbidgee, Albury, Upper Murray, Central Murray

✉ PO Box 1138, Batemans Bay NSW 2536

☎ 02 4472 9363

☎ Free call: 1800 672 185

## South Australia

### Housing SA Appeals

Housing SA Appeals deals with appeals from people who are unhappy with decisions made by social and public housing providers. Housing SA appeals review decisions to see if they are fair, reasonable and made within the policy of the housing provider

✉ GPO Box 292, ADELAIDE SA 5001

☎ 13 12 99

☎ Free call: 1800 676 350

### Tenants' Information and Advocacy Service (TIAS)

TIAS is a state-wide service which provides free and independent information, advice and advocacy to help people on low incomes to sustain their tenancies in private rental, community housing or public housing.

✉ email: [tias@syc.net.au](mailto:tias@syc.net.au)

☎ Free call: 1800 060 462

## Queensland

### The Department of Justice and Attorney General—Dispute Resolution Branch

✉ GPO Box 149, BRISBANE QLD 4001

☎ Local call: 07 3239 6007

☎ Free call: 1800 017 288

### Dispute Resolution Centre – Wide Bay

✉ L1, Brendan Hansen Building, 50-54 Main St, PIALBA QLD 4655

☎ Local call: 07 4125 9225

☎ Free call: 1800 681 109

## Tasmania

### Tenants' Union of Tasmania

Provides assistance to those making complaints about tenancy issues in private and public sectors. Can assist with Legal advice.

✉ 166 Macquarie Street, HOBART TAS 7000

✉ email: [tenants@netspace.net.au](mailto:tenants@netspace.net.au)

☎ 03 6223 2641

☎ Local call: 1300 652 641

### Ombudsman Tasmania

An independent officer of the Tasmanian Parliament who investigate complaints about administrative actions taken by Tasmanian government departments, most statutory authorities and local government.

✉ NAB House, Level 6, 86 Collins Street, HOBART TAS 7000

✉ GPO Box 960, HOBART TAS 7001

✉ email: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)

☎ Free call: 1800 001 170

### Consumer Affairs and Trading Tasmania

Provides an avenue for complaints and disputes about tenancy issues in private and public sectors. Dispute resolution can be determined by the Residential Tenancy Commissioner

✉ 30 Gordons Hill Road, ROSNY TAS 7018

✉ PO Box 56, ROSNY PARK TAS 7018

✉ email: [consumer.affairs@justice.tas.gov.au](mailto:consumer.affairs@justice.tas.gov.au)

☎ Local call: 1300 65 44 99

## Western Australia

### Department of Mines, Industry Regulations and Safety —Consumer Protection Division

DMIRS is the State regulator for the resources sector in WA, is the lead agency in administering Western Australia's multi-agency regulatory framework, and ensures consistency with relevant State and Commonwealth legislation, regulations and policies.

✉ 140 William Street, PERTH WA 6000

☎ Local call: 1300 30 40 54 (Advice Line)

### Tenancy WA

Tenant advice for all tenancy related matters throughout WA

✉ email: [admin@tenancywa.org.au](mailto:admin@tenancywa.org.au)

☎ Local call: 08 9221 0088

☎ Free call: 1800 621 888

**Department of Communities – WA Housing Authority (WAHA)**

WAHA manages the public housing assets of the state government and housing providers who are contracted to deliver tenancy services on behalf of the Housing Authority. WAHA also oversees the registration of community housing providers through the Community Housing Registration Office, managed by the Community Housing Registrar who monitors the compliance of registered providers with the Framework and provides information and advice regarding regulatory requirements and processes.

✉ 99 Plain Street, EAST PERTH WA 6004

Customer Feedback Line

☎ Local call: 08 6552 4274

☎ Free call: 1800 257 677

**Real Estate Institute of WA (REIWA)**

REIWA is Western Australia's real estate institute. REIWA is the peak body for the real estate profession in WA and advocates for the WA real estate industry and may be contacted regarding the conduct of participating members.

✉ PO Box 8099, SUBIACO WA 6008

☎ Local call: 08 9380 2222

**Aboriginal Legal Service WA (ALSWA)**

Provides legal advice for Aboriginal and Torres Strait Islander people throughout WA on tenancy and other matters.

**Head Office – State Wide**

✉ 7 Aberdeen Street, PERTH WA 6000

✉ PO Box 8194, PERTH BUSINESS CENTRE WA 6849

☎ Local call: 08 9265 6666

☎ Free call: 1800 019 900

**ALSWA – Broome**

✉ 2/41 Carnarvon Street, BROOME WA 6725

☎ Local call: 08 9192 1189

☎ Free call: 1800 351 067

**ALSWA – Halls Creek**

✉ 29 Thomas Street, HALLS CREEK WA 6770

☎ Local call: 08 9168 1635

☎ Free call: 1800 016 790

**ALSWA – Kalgoorlie**

✉ 59 Egan Street, KALGOORLIE WA 6430

☎ Local call: 08 9021 3666

☎ Free call: 1800 016 791

**ALSWA – Kununurra**

✉ 81 Konkerberry Drive, KUNUNURRA WA 6743

☎ Local call: 08 9168 1635

☎ Free call: 1800 019 900

### **Kimberley Community Legal Service (KCLS)**

KCLS is an independent, not-for-profit community legal service. They provide free legal, financial counselling and tenancy services to financially disadvantaged people in the Kimberley.

#### **KCLS Kununurra**

✉ 4 Papuana Street, KUNUNURRA WA 6743

✉ email: [office@kcls.org.au](mailto:office@kcls.org.au)

☎ Local call: 08 9168 3100

☎ Free call: 1800 686 020

#### **KCLS Broome**

✉ 3/41 Carnarvon Street, BROOME WA 6725

✉ email: [office@kcls.org.au](mailto:office@kcls.org.au)

☎ Local call: 08 9192 5177

☎ Free call: 1800 686 020

### **Goldfields Community Legal Centre (GCLC)**

GCLC is a not for profit organization that is providing free advice and information to low income earners and other disadvantaged members of the community. They do not provide advice in legal matters already covered by Legal Aid, Aboriginal Legal Service and Aboriginal Family Law Service due to contractual restrictions

✉ 23 Maritana Street, KALGOORLIE WA 6430

✉ PO Box 1560, KALGOORLIE WA 6430

☎ Local call: 08 9021 1888

☎ Local call - Outreach: 1300 139 188