

What if I am not happy after the internal review and appeal?

If you believe the outcome of the CHL internal appeal process is still incorrect, there are external avenues available to you.

Tenants Union of Victoria

1800 068 860 - www.tuv.org.au

Ombudsman Victoria

1800 806 314 - www.ombudsman.vic.gov.au

Homelessness Advocacy Service

1800 066 256 - www.chp.org.au

Consumer Affairs Victoria

1300 558 181 - www.consumer.vic.gov.au

Victorian Civil and Administration Tribunal (VCAT)

1300 01 8228 - www.vcat.vic.gov.au

Victorian Privacy Commission

1300 006 842 - www.ovic.vic.gov.au

The Victorian Housing Registrar can review decision made by community housing providers. For more information visit: www.vic.gov.au/making-complaint-about-community-housing



Victoria

Box Hill

Ground floor,
19-23 Prospect Street
Box Hill VIC 3128

Queens Road Rooming House

69 Queens Road,
Melbourne VIC 3000

Morwell

12-14 Church Street
(PO Box 750)
Morwell VIC 3840

Bairnsdale

Shop 4, Riviera Plaza,
Bairnsdale VIC 3875

Bendigo

134a Mollison Street,
Bendigo VIC 3550

Ballarat

11 Main Road, Bakery
Hill, Ballarat VIC 3350

All enquiries:

1300 245 468

www.chl.org.au

feedback@chl.org.au



COMMUNITY HOUSING LTD
GROUP OF COMPANIES



The CHL Group of Companies in Australia includes: Community Housing Ltd ABN 11 062 802 797, Community Housing (Vic) Ltd ABN 75 112 324 384, Community Housing (Qld) Ltd ABN 57 061 035 050, Community Housing (Tas) Ltd ABN 54 147 539 526, Aboriginal Community Housing Ltd ABN 23 165 108 654, Aboriginal Community Housing (Vic) Ltd ABN 62 653 394 293, Horizon Housing Realty ABN 22 623 498 644 and Australian Affordable Housing Solutions ABN 75 605 381 137.



COMMUNITY HOUSING LTD
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Community Housing Ltd Appeals

What is an appeal?

An appeal is a formal request to have a decision reviewed. You may not always agree with a decision we make. If you do not, it is important that you ask us to review our decision.

An appeal involves investigation and assessment of the original decision, to see if the outcome needs to be changed, either in part or in full.

What kind of decisions can be appealed?

For an applicant

Applications for housing are managed by the Victorian Housing Register- a single waiting list for all social housing providers. If an applicant wishes for the decision relating to their eligibility for the register to be appealed, this will be undertaken by the Housing Appeals Office.

They can be contacted via email, housingappeals@dhhs.vic.gov.au or the necessary form is available on www.housing.vic.gov.au/forms-guides

For a resident

- The level of your rent payable
- Being refused rehousing
- Being refused permission to make modifications to your property

Starting it out informally

Many problems can be sorted out quickly and informally by speaking to the employee who is dealing with the matter.

Talk to the person who made the decision and ask them to reconsider it and give your reasons why you are asking them to do this.

If the outcome results in the same decision being made, or you believe the outcome to be incorrect, you can lodge an appeal with us and we will investigate your concern.

How to lodge an appeal

If an applicant, resident or stakeholder is dissatisfied with a decision made by CHL it is in their best interests to appeal as soon as possible after the original decision was made.

An appeal can be lodged by email, letter, phone or by completing an Appeal form. This form can be obtained by contacting any of our offices and can also be downloaded from our website.

Contact details of your nearest office are available on the back of this brochure or call **1300 245 468**.



Assessing and completing the appeal

Appeals will not involve the staff member that made the original decision.

Your Appeal request will be reviewed by senior management and if required will be referred to the Appeals Panel for determination.

Once the appeal assessment is completed the applicant will be formally advised in writing of the outcome (within 28 working days).

The appeal letter will explain the reason/s for the decision.

The decision will be based on collected information and investigation into your concern, as well as our policies, procedures and relevant regulations and legislation.

