



Information on Other Avenues of 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.

Website: www.tuv.org.au

☎ Rental support line: 03 9416 2577

☎ Social housing renters: 1800 068 860

Victorian Housing Registrar

This office has a legislative role in monitoring the existence of complaints policies and complaints registers within registered housing agencies. They also investigate complaints from tenants and prospective tenants where they have gone unresolved for a period of time by an agency.

Website: [Making a complaint about community housing | Victorian Government \(www.vic.gov.au\)](http://www.vic.gov.au/making-a-complaint-about-community-housing)

Email: housingregistrar@dtf.vic.gov.au

☎ Phone: 03 7005 8984

Victorian Equal Opportunity and Human Rights Commission

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

Website: <https://www.humanrights.vic.gov.au/>

☎ Free call: 1300 292 153

Council to Homeless Persons (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.

Website: <http://www.chp.org.au>

☎ General: 03 8415 6200

☎ HAS: 1800 066 256

Ombudsman Victoria

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

Website: www.ombudsman.vic.gov.au

☎ Free call: 1800 806 314

Office of Victoria Information Commissioner (OVIC)

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

Website: <https://ovic.vic.gov.au/>

✉ enquiries@ovic.vic.gov.au

☎ Local call: 1300 006 842

New South Wales

NSW Registrar of Community Housing

The Registrar of Community Housing aims to ensure a well governed, well managed and viable community housing sector that meets the housing needs of tenants and provides assurance for government and investors.

Email: registrar@facs.nsw.gov.au

☎ 1800 330 940

Website: www.rch.nsw.gov.au

Locked Bag 5000, Parramatta, NSW, 2124

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.

Email: hac@facs.nsw.gov.au

☎ Free call: 1800 629 794

Website: <https://www.hac.nsw.gov.au/>

Tenants' Union Advice Line

Email: contact@tenantsunion.org.au

☎ Free call: 1800 251 101

Website: <https://www.tenants.org.au/>

TENANTS ADVICE AND ADVOCACY SERVICES NSW

Aboriginal Tenants Advice

<https://www.tenants.org.au/aboriginal-tenants> ☎ Free call: 1800 251 101

<i>Greater Sydney</i>	(02) 9833 3314
<i>Northern NSW</i>	1800 248 913 or (02) 6643 4426
<i>Southern NSW</i>	1800 672 185 or (02) 4472 9363
<i>Western NSW</i>	1800 810 233 or (02) 6881 5700

Sydney

<i>Eastern Area</i>	(02) 9386 9147
<i>Inner Sydney</i>	(02) 9698 5975
<i>Inner West</i>	(02) 9559 2899
<i>Northern Sydney</i>	(02) 9559 2899
<i>Southern Sydney</i>	(02) 9787 4679
<i>Southwest Sydney</i>	(02) 4628 1678
<i>Western Sydney</i>	(02) 8833 0933

Regional

<i>Blue Mountains</i>	(02) 4704 0201
<i>Central Coast</i>	(02) 4353 5515
<i>Hunter</i>	(02) 4969 7666
<i>Illawarra & South Coast</i>	(02) 4274 3475
<i>Mid Coast</i>	(02) 6583 9866
<i>Northern Rivers</i>	(02) 6621 1022
<i>Northwest NSW</i>	(02) 6772 4698
<i>Southwest NSW</i>	1300 483 786

South Australia

SA Registrar of Community Housing

Office of Housing Regulation

✉ GPO Box 1669, ADELAIDE SA 5001

☎ (08) 7424 7206

Email: OHRcommunityhousing@sa.gov.au

Website: <https://www.sa.gov.au/topics/housing/renting-and-letting/public-housing/sa-housing-trust-contacts>

Housing SA Appeals

Housing SA Appeals deals with appeals from people who are unhappy with decisions made by social housing providers. They recommend following the providers internal process and if they still wish to appeal to apply to SACAT.

✉ GPO Box 292, ADELAIDE SA 5001

☎ 13 12 99

☎ Free call: 1800 676 350

Tenants' Information and Advocacy Service (now called 'RentRight SA')

RentRight SA is a free, independent service, helping people maintain their tenancies in private rental, community housing or public housing.

Email: tias@syc.net.au

☎ Free call: 1800 060 462

Website: <https://www.syc.net.au/services/housing-homelessness-support/rentright-sa>

Queensland

QLD Registrar of Community Housing

Regulatory Services

Email: QLDHousingRegistrar@hpw.qld.gov.au

✉ Level 19, 41 George Street, BRISBANE QLD 4000

Website: <https://www.housing.qld.gov.au/about/department/business-areas/policy-performance-and-first-nations/regulatory-services>

☎ (07) 3008 3450

The Department of Justice and Attorney General - Dispute Resolution Branch

✉ GPO Box 149, BRISBANE QLD 4001

☎ Local call: (07) 3738 7000

☎ 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

☎ 03 6223 2641

Email: info@tenantstas.org.au

☎ Local call: 1300 652 641

Website: www.tutas.org.au

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

☎ Free call: 1800 001 170

Email: ombudsman@ombudsman.tas.gov.au

✉ GPO Box 960, HOBART TAS 7001

Website: www.ombudsman.tas.gov.au

Consumer, Building and Occupational Services

(CBOS), is a business unit of the Department of Justice in the Tasmanian government. advise and educate consumers, tenants, businesses and landlords on their rights, responsibilities and changes to the law, conciliate disputes between consumers and traders, tenants and landlords

✉ 30 Gordons Hill Road, ROSNY TAS 7018

☎ Local call: 1300 65 44 99

✉ PO Box 56, ROSNY PARK TAS 7018

Email: consumer.affairs@justice.tas.gov.au

Website: <https://www.cbos.tas.gov.au/topics/housing>

Western Australia

WA Registrar of Community Housing

Department of Communities, Community Housing Registration Office (CHRO)

Email: registrar@communities.wa.gov.au

☎ (08) 6217 6222

☎ Free call: 1800 333 325

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 304 054 (Advice Line)

Website: www.commerce.wa.gov.au

Tenancy WA

Tenant advice for all tenancy related matters throughout WA.

Email: admin@tenancywa.org.au

☎ Local call: 08 9221 0088

Website: www.tenancywa.org.au

☎ 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 ☎ 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

☎ Local call: 08 9168 3100

☎ Free call: 1800 686 020

KCLS Broome

✉ 3/41 Carnarvon Street, BROOME WA 6725

Email: 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

☎ 08 9021 1888

✉ PO Box 1560, Kalgoorlie, WA, 6430

☎ Outreach: 1300 139 188

Northern Territory**Registrar of Community Housing NT**

Territory Families, Housing and Communities (TFHC)

The Community Housing Registrar can assist with repeated failures of the CHP to follow their complaint policy, the CHP not following NTCAT orders, allegations of misallocation of government funding, fraud or corruption.

Email: nrsch.tfhc@nt.gov.au

☎ (08) 8936 4000

Northern Territory Consumer Affairs

Consumer Affairs is an independent office within the Department of Attorney-General and Justice. They aim to promote and regulate responsible business conduct through administration of a regulatory system that protects consumer interests. Their main functions are associated with consumer protection within the purchase of goods and services, residential tenancies and residential building disputes

✉ PO Box 40946, Casuarina NT 0811

☎ 1800 019 319

✉ PO Box 1745, Alice Springs NT 0871

☎ (08) 8999 1999

Website: www.consumeraffairs.nt.gov.au

Email: consumer@nt.gov.au

Darwin Community Legal Service

The DCLS Tenants Advice Service (TAS) is an NT-wide, community-based advice and advocacy service for residential tenants. You can access free legal information over the phone or make a face-to-face appointment with one of their tenancy lawyers. Appointments are generally available every weekday except public holidays.

✉ Level 2, 75 Wood Street, Darwin

☎ 1800 812 953

✉ GPO Box 3180, Darwin NT 0801

☎ (08) 8982 1111

Website: www.dcls.org.au/tenants-advice

Northern Australia Aboriginal Justice Agency

The North Australian Aboriginal Justice Agency (NAAJA) provides legal advice and representation for urban and remote tenancy issues including repairs, terminations, debts, housing applications and appeals at NTCAT.

✉ 61 Smith Street, Darwin

☎ 1800 898 251

✉ GPO Box 1064, Darwin NT 0801

☎ (08) 8982 5100

Website: www.naaja.org.au

NDIS**NDIS Commission**

You can talk to us or your provider when something goes wrong with your supports or services. We take complaints about whether an NDIS funded service has been provided in a safe way and to an appropriate standard. You can also complain about how an NDIS provider has dealt with your complaint

✉ NDIS Quality and Safeguards Commission
PO Box 210, Penrith, NSW, 2750

<https://www.ndiscommission.gov.au/about/making-complaint>

☎ Call: 1800 035 544

NRSCH**National Regulatory System Community Housing (NRSCH)**

Registrars have powers to investigate complaints about the compliance of registered community housing providers with community housing legislation. The NRSCH requires that housing providers be 'fair, transparent and responsive' in 'managing and addressing complaints and appeals relating to the provision of housing services'. NRSCH applies to all states in Australia excluding Victoria and Western Australia.

[NRSCH Form - Using the online form](#)