

Housing Appeals Committee

Address: Level 4, 9 Deane Street
Burwood (near Burwood Station)
Send forms to: PO Box 1206 Burwood 1805
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The Independent Housing Appeals Process

Information for Aboriginal & Torres Strait Islander People



Are you unhappy with a decision made by the Department of Housing or your community housing provider?

It is your right as a tenant or applicant for public and community housing to appeal about decisions affecting your housing.



Phone
&
Talk To
Us

We can answer your questions

Things you can appeal about

Aboriginal and Torres Strait Islander people who live in, or are waiting for Department of Housing, Aboriginal Housing Office (AHO) and community housing properties can appeal decisions made by these organisations.

Decisions that can be appealed to the HAC include:

- Eligibility for public or community housing
- Priority housing
- Offers of housing
- Rentstart (bond assistance)
- Rent subsidy calculation
- Rent subsidy cancellation
- Transfer
- Succession of tenancy
- Mutual exchange

People who live in Land Council and Aboriginal Housing Corporation housing are not covered by the HAC, but you can talk to the Aboriginal Housing Office.

The HAC does not deal with issues that are the responsibility of other Tribunals, for example maintenance issues which can be taken to the Consumer, Trader and Tenancy Tribunal (CTTT).

Steps to appeal

The Decision

The housing provider makes a decision. Ask for the decision in writing.

First Level Appeal

Internal review by the housing provider.

Second Level Appeal

Independent review by the HAC.

- There will be an Aboriginal member at your hearing.
- The process is informal.
- There is no cost.
- Support people and advocates can be involved in your hearing.

How do I appeal?

Phone 1800 629 794 for advice on how to appeal.

Appeal forms can be obtained from:

- Department of Housing offices
- Community Housing providers
- Down loaded from the HAC web site – www.hac.nsw.gov.au
- By phoning the HAC office – freecall 1800 629 794

Do I have to fill in the form?

You can ask your family, a friend or support worker to help you fill in the form as long as you sign it.

Staff at the HAC office can also assist you.