



*Celebrating a decade
of commitment,
achievement
and excellence
1995~2005*

www.hac.nsw.gov.au

Statement from Minister for Housing

For a decade the Housing Appeals Committee has actively promoted the rights of social housing clients. The HAC has satisfied thousands of social housing applicants and tenants, ensuring their concerns are treated in a fair manner. Congratulations to all involved for achieving 10 years as a strong, valued and effective organisation.

Joe Tripodi
Minister for Housing

Timeline

1994 – 1995

Cabinet decides to establish an independent Housing Appeals Committee (HAC).

Chairperson (Lynden Esdaile) and first Committee members appointed.

Registrar appointed and temporary office set up in Liverpool head office of the Department of Housing (DoH).

First guidelines developed – for first and second tier appeals.

June 1995: The first hearings of the HAC.

Moved to larger space (office and two desks) at Department of Housing in Haymarket. Second staff member appointed.

Regional Directors sat in rotation as members of the initial four member panels.

1995 – 1996

Moved again to spare office space in the DPWS building 1 Francis St Darlinghurst. Hearings held in the Chairperson's office or at borrowed hearing venues.

Mid 1996: DoH Regional Directors ceased to sit as members, enhancing the independence of the HAC.

New office space found in same building, with proper meeting room, security and office space for three staff.

1996 – 1997

Robin Gurr & Associates contracted to review the HAC and recommend the future development of the model.

1997 – 1998

Jenny Ciantar & Lynn Houlahan (Committee members) were appointed as Deputy Chairs.

1998 – 1999

Six new Committee members appointed to deal with expanding appeal numbers.

The HAC provided detailed input to the redrafting of Department of Housing policies adding appealable issues to each policy.

1999 – 2000

Relocation to current premises at 9 Deane Street Burwood in September 1999.

Dr Andrew Refshauge, Minister for Housing, opened the new premises in December.

2000 – 2001

Four new Committee members appointed.

Tacye Bowen and Bronwyn Richards appointed as additional Presiding Chairs.

Community Housing External Appeals (CHEAS) Pilot commences December 2000.

2001 – 2002

Appeals information program for Community housing commences

Lynden Esdaile appointed as Executive Chairperson.

2002 – 2003

CHEAS Review of pilot by RPR Consultants recommended independent appeals model based on the HAC.

HAC website launched www.hac.nsw.gov.au in November.

2003 – 2004

Commenced Good Decision Making workshops with frontline and decision making staff from DoH and community housing providers.

Additional Aboriginal Committee members appointed.

Launched a communication strategy for ATSI clients.

2004 – 2005

Minister approves expanded jurisdiction for the HAC to include all long term community housing tenants and applicants in August 2004.

New HAC Policy and Procedures document released for both public and community housing appeals.

Started discussions with the Department of Housing on a memorandum of understanding.

The Past – Our beginnings

1994 – The Office of Housing Policy and the Department of Housing worked to establish an independent appeals process in NSW reflecting the expectations of the CSHA and the principles of protecting and enhancing the rights of both public tenants and applicants. This would enable independent review of decisions of the Department of Housing that were not covered by other Tribunals. A two tier merit review system was recommended and agreed to by the Minister for Housing and the NSW Cabinet. The Housing Appeals Committee (HAC) was then established with the first appeals heard in June 1995.

The appeals model developed had to reflect the complexity of public housing policy, highly rationed housing services, the subjectivity of many decisions and keep the best interests of the clients paramount. The HAC therefore established early on a role both in hearing appeals and providing feedback for policy improvement.

The Present – What we have achieved

Justice & Outcomes – In 10 years the HAC has received over 4,000 appeals and held hearings for 3,490 matters. Housing providers now accept more than 95% of all recommendations to change a decision.

Professionalism & Balance – Experienced Chairpersons and Committee members bring a combination of knowledge, skill and commitment to the appeals process.

Efficiency, Flexibility & Respect – An outstanding Secretariate team supports the Committee and ensures the appeals process is accessible, flexible and well understood.

Rights & Jurisdiction – Implementation of an independent external appeals system for most social housing consumers.

Ongoing Training – Facilitation of workshops for DoH and community housing staff in good decision-making with 160 staff trained statewide in the past 18 months.

Feedback & Solutions – Working with social housing providers to develop fair, transparent and comprehensive policy and procedures.

Influence & Promotion – Developing positive relationships with clients, housing providers, client support agencies, peak and advocacy bodies.

The Future – Challenges for the next 10 years

Improving Rights & Entitlements – Making sure clients know how to appeal and feel confident about appealing.

Indigenous Access – Encouraging Indigenous clients to appeal.

Sharing Ideas and Practice – Networking with housing appeals agencies in Australia and overseas to exchange ideas and develop best practice in the appeals process.

Independence – A Memorandum of Understanding with the Department of Housing and community housing providers to promote a stronger appeals framework through a more formal appeals structure.

Expertise – Continual growth of skilled and dedicated Committee members and staff.

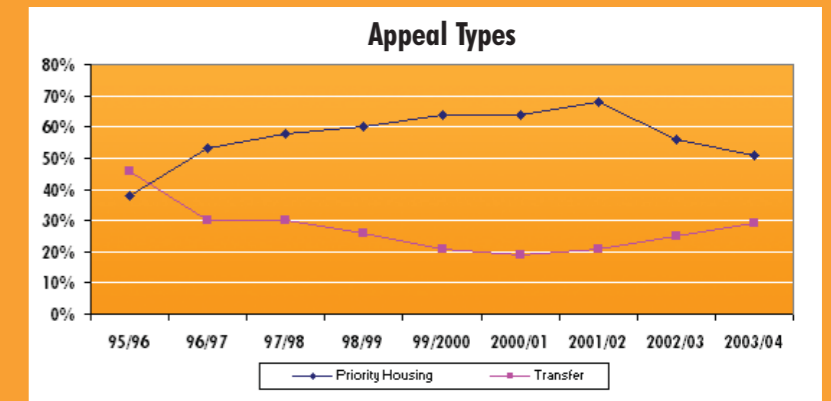
Cultural Relevance and Fairness – Encouraging better communication between housing providers, the HAC and clients including those for whom English is a second language.

Outcomes – Greater contribution to the social housing objective of positive outcomes for complex needs clients.

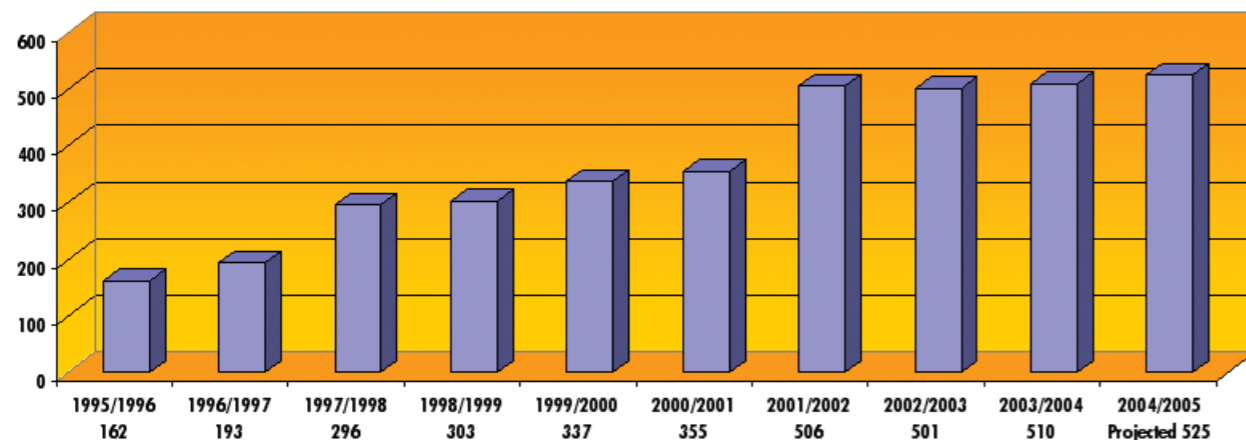
Leadership – Increased recognition of HAC's role and value in social housing. A new name for the HAC that better reflects who we are and what we do!

The HAC team is immensely proud of how far we have come in the last decade. The journey for the HAC continues with the aim of a more equitable social housing system in NSW.

Thanks are due to those who have contributed to the Committee's success. This is especially so of the highly skilled loyal and committed members and staff who have made the Committee the respected organisation it is today.



Appeals Received by HAC 1995-2005



Lynden Esdaile
Executive
Chairperson

Committee Members

Jim Allen

Member Dec 2001 –

Sharon Bloxsome

Member Jun 1999 – Jun 2001

Tacye Bowen

Presiding Chairperson Jun 1999 –

Raymond Brazil

Member Dec 2001 –

Jack Burns

Member Apr 1995 –

Jenny Ciantar

Deputy Chairperson

Apr 1995 –

Peter Davidson

Member Dec 2001 –

David Dobell

Member Jun 1999 –

Lyndal Evatt

Member Apr 1995 – Dec 1999

Lynden Esdaile

Executive Chairperson

Feb 1995 –

Rebecca Gleeson

Member Dec 2001 –

Denis Goodwin

Member Apr 1995 – Jun 1998

Tjanara Goreng-Goreng

Member Oct 1996 – Dec 1997

Lynn Houlahan

Deputy Chairperson Apr 1995 –

Ken Jurottee

Member Aug 2003 –

Trevor Kapeen

Member Aug 2003 –

Seth Merritt

Member Jun 1999 –

Richard Pacey

Member Feb 1995 – Dec 1999

Christina Pebaque

Member Apr 1995 – Jun 2000

Bronwyn Richards

Member Apr 1995 –

Beverley Simon

Member Aug 2003 –

Tom Slockee

Member Oct 1996 – Dec 2000

Stamatia Stamatellis

Member Jun 1999 –

Jeff Sutton

Member Apr 1995 – Jun 1998

Kate Timbs

Member Jun 1999 –

Angela Van Dyke

Member Dec 2001 –



Housing Appeals Committee members:

Front Row left to right: Jack Burns, Kate Timbs, Rebecca Gleeson, Angela Van Dyke, Jenny Ciantar.

Middle Row left to right: Bronwyn Richards, Raymond Brazil, Lynden Esdaile, Tacye Bowen, Seth Merritt.

Back Row left to right: David Dobell, Trevor Kapeen, Lynn Houlahan,

Jim Allen. Absent: Peter Davidson, Beverly Simon, Stamatia Stamatellis.

Secretariat Staff

Karren Antony

Deputy Registrar 1998 –

(Currently on secondment)

A/Registrar Jan 2003 – Nov 2004

Elizabeth Collins

Registrar 1997 – 2005

Lynn Dacron

Administration

Sep 2003 – Jan 2004

Christina Dela Cruz

Administration

Oct 1999 – Mar 2001

Wilma Falcone

A/Registrar Nov 2004 –

Amanda Gornall

Registrar Feb 1995 – Oct 1996

Yasmina Kovacevic

A/Deputy Registrar

Sep 2003 –

Alberto Marino

A/Senior Registry Officer

Dec 2003 –

Susan Mills

Information Officer

Jul 1995 – Jan 1998

Robert Nittolo

A/Registrar Mar 1998 – Jun 1999

Donal Phelan

A/Senior Registry Officer

Jun 2002 – Jun 2003

Jenny Rowe

Administration 1999 –

Liza Sautter

Administration Mar 1998 – 1999

Brett Spackman

A/Registry Officer

Oct 2001 – Jun 2002

Siniua Su'a

Administration Apr 2002 –

Karen Wells

A/Deputy Registrar

Feb 2003 – Nov 2003

Eva Wittenberg

Administration

Jan 1997 – Feb 1998

Maggy Yeum

A/Registrar

Mar 2001 – Mar 2002

Phone: 1800 629 794