

Interpreter services

If you need help with interpreting or translation because English is not your first language, phone the All Graduates Translating and Interpreting Service on 1300 652 488. They will phone the Housing Appeals Committee and interpret for you for free.

Arabic

إذا كنت بحاجة إلى مساعدة عبر استخدام خدمات الترجمة الخفية أو الشفهية لأن اللغة الإنجليزية ليست لغتك الأولى، إتصل بوكالة All Graduates لخدمات الترجمة الشفهية والخفية على الرقم 1300 652 488. وسوف يتصلون هاتفياً بلجنة الاستئناف في موضوع الإسكان وسيترجمون لك مجاناً.

Traditional Chinese

如果英語不是您的第一語言，而您需要口譯或筆譯服務，請致電 1300 652 488 聯絡 All Graduates 筆譯及口譯服務。該服務將協助您聯絡 Housing Appeals Committee (房屋上訴委員會)，並免費為您傳譯。

Farsi

اگر شما بخاطر اینکه انگلیسی زبان اول تان نیست برای ترجمه شفاهی یا کتبی به کمک نیاز دارید به خدمات ترجمه شفاهی یا کتبی اولگرذویتز All Graduates Translating and Interpreting Service به شماره 1300 652 488 زنگ بزنید. آنها به کمیته درخواست مسکن Housing Appeals Committee تلفن خواهند کرد و بطور رایگان برای شما ترجمه خواهند کرد.

Korean

영어가 모국어가 아니기 때문에 통역 또는 번역 도움이 필요하시면 All Graduates 번역/통역 서비스 부서 1300 652 488번으로 전화주십시오. 그러면 담당자가 주택이의신청 위원회(Housing Appeals Committee)에 전화하여 무료로 통역을 해드립니다.

Russian

Если вам нужна помощь с устным или письменным переводом, так как английский не является вашим родным языком, то позвоните в переводческую службу All Graduates Translating and Interpreting Service по номеру 1300 652 488. Сотрудники этой службы позвонят в Комитет по рассмотрению заявлений о пересмотре решений по жилищным вопросам и переведут для вас бесплатно.

Spanish

Si necesita ayuda con interpretación o traducción porque inglés no es su idioma materno, llame por teléfono al servicio de traducción e interpretación de All Graduates (All Graduates Translating and Interpreting Service) al 1300 652 488. Ellos se comunicarán con el Comité de apelación para la vivienda (Housing Appeals Committee) y realizarán la interpretación de manera gratuita.

Vietnamese

Nếu cần người phiên dịch hoặc biên dịch vì tiếng Anh không phải là tiếng mẹ đẻ của mình thì quý vị hãy gọi Dịch vụ Biên Dịch All Graduates qua số 1300 652 488. Họ sẽ giúp quý vị gọi Ủy Ban Housing Appeals Committee và phiên dịch hoàn toàn miễn phí.



Housing Appeals
Committee

Appeal Form Social Housing Clients



What is the NSW Housing Appeals Committee

The NSW Housing Appeals Committee (HAC) is an independent agency that reviews some decisions made by:

- FACS Housing NSW (public housing) or
- Community housing providers

How do I appeal?

Usually you will need to ask the housing provider to review their decision before you appeal to the HAC. This first level appeal goes to senior managers within the housing provider.

If your first level appeal is not resolved, you can then appeal to the HAC. You should appeal within 3 months of your first level appeal result.

To appeal: You only need to sign this form and add your contact details to appeal a decision. You can state why you are unhappy with the decision and add any extra information that might help your appeal. You don't need to give us information that is on your housing provider file because we see your file. We only need your contact details and signature. Appeals to the HAC are free.

What can I appeal about?

The types of issues you can appeal about are:

- Eligibility for housing
- Priority on a waiting list
- Transfer to another property
- Rental subsidy issues
- Recognition as a tenant / succession of tenancy
- Relocation offers
- Offers of housing
- Location or housing type need
- Housing services such as Rentstart
- Property modifications

Talk to us if you are not sure. We are happy to advise you.

How does the HAC work?

Once your appeal is accepted we set a date for an interview with the HAC. Part time Committee members appointed by the government as independent people with expertise in housing, social welfare, health, mental health and legal issues will talk to you about your appeal. Several Committee members are Aboriginal and one of them is always involved in appeals from Aboriginal clients.

Usually you will be interviewed in person or you can speak to the Committee by telephone if you prefer or you live too far away. Interviews (called hearings) are informal and are usually held in the HAC office in Burwood.

Interpreters are used when needed, and there is a hearing loop in the interview room. You can also bring family, friends or advocates to assist you at the hearing if you wish. You do not need legal representation.

What happens after the Hearing?

The Committee considers your appeal carefully after talking to you. They will look at all your information; the housing provider policy and their reasons for making their decision, to decide whether a decision is correct or to recommend a change of decision.

The presiding chairperson usually writes a detailed report about your appeal. You will be sent this report about two weeks after the interview. The same report will go to the housing provider.

If the Committee recommends a change of decision, the housing provider normally reports back within four to six weeks. Usually housing providers agree with Committee recommendations.

Do you need help to appeal?

If you have questions about how to appeal speak to the HAC Secretariat staff. If you want someone (a friend, relative or community worker) to speak on your behalf or assist in your appeal you may need to provide a signed consent form or letter.