

NSW Housing Appeals Committee

Charter

Last Updated: 27 June 2014

This charter is issued by the Minister for Family and Community Services to outline the role, jurisdiction, and powers of the NSW Housing Appeals Committee and replaces previous administrative documents issued and subsequently updated after the Committee was established in 1995.

NSW Housing Appeals Committee

The Housing Appeals Committee (HAC) promotes client and government confidence in the access and eligibility decisions of social housing providers by providing an independent review mechanism for certain decisions.

The review mechanism operates:

- independently of the decision making processes of social housing providers
- on the basis of recommendations to social housing providers who retain authority for final decisions.

Role of the HAC

The role of the HAC is to:

- provide a mechanism for social housing applicants and tenants to lodge an external appeal where they believe an incorrect decision was made by a social housing provider at an internal appeal
- undertake a merits review of each eligible appeal that is lodged—that is a review based on using the information before the committee at the time of the appeal, whether or not such material was before the primary decision-maker or existed at the time of the original decision
- make recommendations to social housing providers that either the original decision be maintained, or the original decision be changed in full or in part
- provide advice on systemic issues to improve the consistency, efficiency and transparency of appealable access and eligibility decisions.

HAC jurisdiction

The HAC has jurisdiction to hear any appeal lodged by a social housing applicant or tenant where:

- a decision has already been made at an internal appeal
- the decision relates to a matter that is not within the jurisdiction of the NSW Civil and Administrative Tribunal or other review body
- the decision is within the scope of the Social Housing External Appeal Policy which specifies which social housing providers' decisions are subject to external appeal.