

## How to appeal

### Talk to us on:

Free call: 1800 629 694  
Phone: (02) 8741 2555  
E-mail: [hac@fac.s.nsw.gov.au](mailto:hac@fac.s.nsw.gov.au)

Lodge an appeal online:  
[www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

For more information visit:  
[www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

### Visit us at:

Office: Office 5-6 Ground Floor  
1-17 Elsie Street, Burwood NSW 2134

### Office Hours:

9.00 am – 4.00 pm Monday to Friday

### Postal address:

PO Box 1030  
Westfield Burwood NSW 2134

### Fax:

(02) 8741 2566

**WE WANT  
MORE  
ABORIGINAL  
PEOPLE TO  
USE THEIR  
APPEAL  
RIGHTS!**



Housing Appeals  
Committee

Unhappy with a  
housing decision?



You can appeal to the  
**Housing Appeals  
Committee**

The independent appeals  
agency for social housing  
clients in NSW



*We want more Aboriginal people  
to use their appeal rights!*



## We are:

- Fair
- Quick
- Informal
- Easy
- Free
- Independent

## What kind of decisions can you appeal?

- Social Housing Eligibility
- Recognition as a Tenant
- Priority Housing
- Rentstart
- Transfer
- Succession of Tenancy
- Additional Occupants
- Property Modifications
- Former Tenant status
- Rental Subsidy
- Offers of Housing

For more information on appealable matters please visit our website: [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

## Need help to appeal?

### Aboriginal Tenants Advice & Advocacy Service:

**Greater Sydney** 9213 4100

**Northern NSW** 02 6643 4426

(Free call: 1800 248 913)

**Southern NSW** 02 4472 9363

**Western NSW** (02) 6881 5700

### Contacts:

#### Office of Fair Trading

Ph: 13 32 20 (free call: 1800 500 330)

#### NSW Civil and Administrative Tribunal

(NCAT) 1300 006 228

#### Energy & Water Ombudsman

(EWON) 1800 246 545