



OUR APPEALS PROCESS EXPLAINED

WHAT IS AN APPEAL?

If you are unhappy with a decision we have made, you may be able to appeal that decision. Appealing a decision means you don't agree with the outcome and want the decision to be reviewed. You may have asked us for something and we've said no. You may feel that we haven't considered all the information you provided, we haven't been fair, or we've been influenced by irrelevant information.

When you appeal a decision, Housing Choices Western Australia (Housing Choices WA) undertakes a process where we review the decision and how it was made.

WHAT DECISIONS CAN I APPEAL?

Some examples of decisions you can appeal against are:

- You want to transfer to another property but have been refused
- You've been charged for a repair that you feel you are not responsible for; or
- You've been accused of breaching your Tenancy Agreement but you believe you haven't

There are, however, some decisions you cannot appeal against:

- You cannot appeal against our policies. For example, you cannot appeal against our rent setting policy (but you can appeal against information we have used to calculate your rent).

If you have an issue regarding our policies, you can make a complaint. For more information about our complaints process, contact your local Housing Choices WA office.

BEFORE YOU MAKE AN APPEAL

If possible, it is a good idea to talk to the person who made the decision you wish to appeal. They will be able to explain why the decision was made and which policy was referred. This also gives you an opportunity to make sure you have supplied the person making the decision with all the information they need.

If you prefer, you can request an appointment with a Senior Manager to discuss the decision. If you are still unhappy, the appeal process allows you to have the decision formally reviewed.



HOW TO APPEAL

To appeal a decision, you will need to fill out an Appeal Form. You can request this form by calling or emailing your Tenancy Officer or by contacting your local Housing Choices WA office.

When completing the form, it is important to tell us what happened, why you are unhappy and what you think should happen. You can attach documents to support your appeal if you wish. The more information we have, the better.

THE APPEALS PROCESS

When you lodge an appeal, a review of the decision will be carried out within 21 days and you will be notified of the outcome in writing. If there are delays, we'll keep you updated.

If you are not happy with the outcome of the appeal, you can contact the Ombudsmen, Consumer Affairs, or the Department of Housing for further advice on the issue.

Not the right process for you?

If you are unhappy with the behaviour of staff or the services you have received, you can make a complaint using our Complaints Process.

If you need to report an issue with a neighbour, you can do so using our Nuisance and Anti-Social Behaviour process.

Please contact your local Housing Choices WA office for more information.



DO YOU NEED HELP TO LODGE AN APPEAL?

If you need assistance to lodge an appeal, you can use an advocate. An advocate is someone who will act on your behalf e.g. a carer, friend, relative or a professional support service. To find an advocate, contact one of the organisations listed below.

Consumers

Consumers of Mental Health WA: 9258 8911
Fremantle Multicultural Centre: 9336 8282
Health Consumers Council: 1800 620 780
Mental Health Advocacy Service: 1800 999 057
Mental Health Law Centre: 1800 620 285
Mental Health Matters 2: 0413 861 049
Rise Network: 6274 3700

Carers

Carers Association of WA: 1800 242 636
Helping Minds: 1800 811 747

We keep all your information private and confidential. To talk about your tenancy with your advocate, we will need your written permission.

Perth Metro Office
Level 7, 25 Rowe Avenue
Rivervale WA 6103
PO Box 105
Burswood WA 6100
P (08) 9430 0900
F (08) 9430 5583

ABN 67 128 888 157

Peel Office
4 Stevenson Street
PO Box 1200
Mandurah WA 6210
P (08) 9534 0400
F (08) 9583 5173

housingchoices.org.au

South West Office
1st Floor, 25 Victoria Street
PO Box 1539
Bunbury WA 6230
P (08) 9722 7200
F (08) 9721 7222

info-wa@hcau.org.au