

External Authorities and Supports

National:

Office of the Australian Information Commissioner
Australian Human Rights Commission (Discrimination)

SDA:

Disability Services Commissioner
NDIS Quality and Safeguards Commission

South Australia:

Rent Right
Office of the Housing Regulator
Housing Safety Authority
Aged Rights Advocacy Service
SACAT
Office of Consumer and Business Services
Ombudsman SA
Legal Services Commission
Health and Community Services Complaints Commissioner

Tasmania:

Consumer Affairs Tasmania
Tenants Union Tasmania
Legal Aid Commission Tasmania
Ombudsman Tasmania
NRSCH Housing Registrar

Victoria:

Consumer Affairs Victoria
Tenants Union Victoria
Victoria Legal Aid
Justice Connect, Homeless Law
Victorian Ombudsman
VCAT
Victorian Housing Registrar

Western Australia:

Circle Green
Consumer Protection
State Administrative Tribunal

How can I lodge a complaint or appeal?

We accept complaints in a variety of ways, including from representatives such as carers and advocates. You can provide feedback, or lodge a complaint or appeal by phone, email, our website, or post.

Find Us:

SA:

192 Waymouth Street, Adelaide SA 5000
21/50 Augusta Terrace, Port Augusta SA 5700

TAS:

Level 7, 39 Murray Street, Hobart TAS 7000
5 Steele Street, Devonport TAS 7310
11A Wiseman Street, Shorewell Plaza TAS 7320

VIC:

Level 3, 350 Queen Street, Melbourne VIC 3000
137 High Street, Preston VIC 3072

WA:

Level 2, 6-8 Bennett Street, East Perth WA 6004
4 Stevenson Street, Mandurah WA 6210
Level 1, 25 Victoria Street, Bunbury WA 6230



Contact



www.housingchoices.org.au



complaints@hcau.org.au



1300 312 447

Feedback, Complaints & Appeals

Our customers have the right to complain:

We commit to:

- Responding to complaints and appeals in a timely and fair way.
- Having accessible complaint handling and resolution processes and being flexible in our approach to complaint handling.
- Working with complainants to understand their concern and take reasonable steps to investigate and find a resolution within 30 days.
- Using complaints to improve our service delivery activities.

What is a complaint?

A complaint is an expression of dissatisfaction about services provided by our staff or maintenance contractors, about a decision we have made, or the way we have handled feedback. There is no time limit on when a complaint can be raised.

Neighbour Issues or Anti-Social Behaviour

Neighbourhood disputes or issues occur when two or more neighbours disagree about something that becomes a cause of frustration or distress. Common neighbor issues include disputes about noise, pets, common property issues and the behaviour of children. If you are experiencing a neighbour issue, please reach out to your housing or tenancy officer for advice and assistance. Complaints about the behaviour of residents or neighbours are not managed under our complaints policy.

However, a concern about the way we have handed a neighbour dispute or anti-social behaviour can be lodged as a complaint.

Appeals:

An appeal is a request to review a decision we have made. You can raise an appeal with us where think we have not followed our policy or acted unreasonably when responding to a complaint or other matter. There is no time limit on when an appeal can be raised.

You can raise an appeal by contacting us on the details in this brochure. It is helpful if you can provide your complaint reference number to us, if you have one.

We will always take steps to ensure appeals are assessed independently, by someone not related to the original decision we made.

Your Privacy and Confidentiality

You can choose to make a complaint anonymously to us. We will let you know if being anonymous will make it difficult to find a resolution to your issue.

We respect requests to have your identity remain confidential and your personal information will only be disclosed if:

- Required by law
- Is appropriate in the circumstances, and you have provided your consent.

For information on how we collect, use and disclose your information, see our privacy policy and collection statement on our website.

I am an NDIS participant living in your specialist disability accommodation:

If you are not satisfied with aspects of housing we've provided you under the NDIS, you can also provide feedback directly to the NDIS quality and Safeguarding commission:

1800 035 544

www.ndiscommission.gov.au

My complaint is about human rights

We are committed to non-discrimination. However, if you feel you have been discriminated against by us, please let us know. You also may wish to contact your state Equal Opportunity Commission, or the Australian Human Rights Commission.

Equal Opportunity SA

08 7322 7070

www.equalopportunity.sa.gov.au

Equal Opportunity Tasmania

03 6165 7515

www.equalopportunity.tas.gov.au

Victorian Equal Opportunity and Human Rights Commission

1300 292 153

www.humanrights.vic.gov.au

WA Equal Opportunity Commission

08 9216 3900

www.wa.gov.au/organisation/equal-opportunity-commission

Australian Human Rights Commission

1300 365 419

www.humanrights.gov.au