

APPEALS POLICY

HOUSING & HOMELESSNESS

The appeals process

We understand that the decisions we make can have a significant impact on your life. The appeal process allows you to have an unfavourable decision made by us reviewed.

There are two levels of appeal:

- **Tier 1:** An internal review by the Team Leader, Housing & Homelessness. If the Team Leader was involved in the original decision-making process, the Manager will run the review.
- **Tier 2:** An appeal to the CEO.

The appeals process is there to make sure that decisions can be independently reviewed by people who were not involved in the original decision.

You can lodge an appeal within 12 months of our decision.

Decisions you can appeal

You can appeal decisions that relate to:

- Your eligibility assessment
- Your needs assessment
- No allocation of accommodation to you
- The type of accommodation allocated to you
- Whether we gave you the correct priority assistance
- Your transfer application
- Your rental amount (the calculation)
- Your income and asset assessment
- The assessment of your liability charges

Decisions you cannot appeal

You cannot appeal decisions that:

- Apply generally to all service users (e.g. market rent increases and subsidy percentage rates);
- Were made more than 12 months ago;
- Have been the subject of a Notice of Termination or breaches issued under the *Anti-social Behaviour Policy (HHPP003)*;
- Are being or have been considered by the State Ombudsman;
- Are related to utility charges (we do not determine these);
- End a tenancy because you are no longer eligible for a lodging room, transitional house, emergency accommodation or community housing;
- End a tenancy because you have been offered alternative premises;
- Do not allow another tenant to be added to a tenancy.

How to appeal

Lodge a written request by completing the *Housing & Homelessness Appeals Form* sent to you with the original decision. The Form is also available from your support worker, our offices and online.

We can provide a list of welfare and community agencies that can provide independent advice and help you to prepare your appeal.

To ensure all of your concerns and circumstances are taken into account, we recommend you provide any relevant information such as medical reports and support letters when you lodge your appeal.

Under the *Freedom of Information Act 1992* you may apply to us for copies of documents relating to your case.

Tier 1: Internal review

Tier 1 appeal is a review by a Team Leader or Manager who was not involved in the original decision-making process.

Your case will be reviewed to see if:

- all relevant facts have been considered;
- the decision was reasonable given your circumstances;
- sufficient evidence was available to reach the decision;
- the original decision should be overturned.
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You may be asked to provide extra information during this process.

Tier 2: An appeal to the CEO

If unsuccessful at Tier 1, your appeal will be referred to Tier 2 to be reviewed by the CEO. You will be invited to attend a meeting with the CEO so you can discuss your case. We recommend that you bring someone along to help you – this may be a friend, family member or someone who has been helping you with your situation.

The CEO will ask you questions to make sure that all the issues are understood. After hearing your case the CEO will look at all of the facts before reaching a decision.

Interpreting services

If you require an interpreter for the appeals process, please contact our office.

Where?

The meeting with the CEO will be held at one of our offices. If you cannot attend the meeting in person, you may request a telephone conference.

Further action

If you disagree with the outcome of your Tier 2 appeal, we will advise you of the most appropriate agencies to contact. Relevant agencies may include:

- Department of Communities;
- Department of Social Services;
- Department of Mines, Industry Regulation and Safety;
- Magistrates Court;
- State Ombudsman;
- Equal Opportunity Commission.

Please contact your Housing Support Worker if you have any further questions.



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Office hours
9am-5pm Monday to Friday

If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



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