



At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

This policy outlines how Link Wentworth manages appeals by, or on behalf of, applicants, tenants and former tenants about decisions we have made.

This policy applies to appeals Link Wentworth receive from applicants, tenants and former tenants.

This policy does not deal with complaints, compliments or general feedback. These are covered in the Link Wentworth Complaints and Feedback Policy.

Link Wentworth apply the following principles when dealing with appeals. We:



Examples of decisions that can be appealed include:

- applicant eligibility for housing
- applicant priority status on the waiting list
- applicant removal from the Housing Register
- eligibility for transfer (re-housing)
- removal from transfer list
- private rental assistance
- succession
- level of rental subsidy
- cancellation of a rental subsidy
- property modifications relating to disability/medical reasons only
- permission to keep an animal
- tenant charges not covered by a NSW Civil and Administrative Tribunal (NCAT) order
- tenant absence from dwelling
- water charges

fill out our online appeals form at www.linkwentworth.org.au

email your appeal to feedback@linkwentworth.org.au

post to PO Box 5124, Chatswood West NSW 2067

phone (02) 9412 5111 / (02) 4777 8000, or direct lines or mobile numbers

in person, using the appeals form, at one of our offices

at an off-site location (e.g. event or at a home visit by a staff member)

LinkWentworth take the following steps when we receive an appeal. The appeal is:
recorded

Reference:

Approved by:

Date Approved:

Version:

Next Review:



Free call: 1800 629 794
Phone: (02) 8741 2555
Email: hac@facs.nsw.gov.au
Website: www.hac.nsw.gov.au

External appeals can be lodged:

Online at <https://www.hac.nsw.gov.au/how-to-appeal/appeal-online>
By filling out the Appeal Form available from the Housing Appeals Committee
(https://www.hac.nsw.gov.au/_data/assets/pdf_file/0003/333849/HAC-FORM-2016.pdf)

The NSW HAC will consider your request for independent review, information in the file kept by Link Wentworth, and information you provide during an informal interview with the NSW HAC.

The NSW HAC reaches a conclusion about the independent review and writes a report with recommendations that is sent to you and also Link Wentworth.

Once a decision has been made following an independent review by HAC there are no further appeals possible regarding that decision.

Link Wentworth acknowledges that in some limited circumstances an appeal may require quick action to ensure procedural fairness and compliance with specific legislation. In these circumstances Link Wentworth will always endeavour to comply with legislated timeframes.

Generally, the right to appeal is limited to three (3) months from the date of the original decision. This may be extended in special circumstances. Examples include:

- Where the tenant was not aware of the original decision
- Where the tenant was in hospital or otherwise unable to make an appeal

The NSW Civil and Administrative Tribunal (NCAT) deals with tenancy issues arising from Link Wentworth's obligations under the *Residential Tenancies Act 2010* and can be contacted at 1300 006 228 or <https://www.ncat.nsw.gov.au/>

A customer who is not happy with a decision we make or who believes that we have not followed this policy can complain using the complaints policy available on the Link Wentworth website www.linkwentworth.org.au or by phoning Link Wentworth on 9412 5111.

– when you think a decision made by Link Wentworth was unfair or incorrect.

– refers to weekdays (i.e. Monday to Friday). Not weekends and public holidays.

– when you notify us that you are unhappy with a service or product you have received from Link Wentworth and request a response from us.

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– when you let us know when we, as an organisation or an individual staff member, have performed well or delivered successful programs and events.

– information provided from you to us about a program, product or service we did or did not deliver or a suggestion for improvement.

– the NSW Housing Appeals Committee is an independent agency

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