



This fact sheet is for residents whose tenancy was previously managed by Link Housing. For more information, please visit our new website: linkwentworth.org.au

Link Wentworth encourages former and current residents and applicants to ask for a review of a decision we have made if they disagree with that decision. This is called 'lodging or making an appeal'.

What is an appeal?

An appeal is a request to have a decision reviewed. There are two levels of appeal.

The first level is when you ask for a review of a decision made by Link Wentworth about your housing or an application for housing. The decision will be reviewed by someone in Link Wentworth who did not make the original decision.

You can make a second level appeal if you do not agree with the outcome of the first level of appeal. Second level appeals are made to the [Housing Appeals Committee \(HAC\)](#). The HAC is an independent organisation that reviews decisions made by Link Wentworth and other community housing providers if the client is unhappy with that decision. It reviews the decision made in response to the first appeal to see if it was fair, reasonable and made within the policy of the housing provider.

Who can make an appeal?

Only the person affected by the decision can lodge an appeal to have the decision reviewed. But you can have someone help you to make the appeal.

What sort of decisions can I appeal against?

There are lots of decisions that you can make an appeal about. Below are some examples:

- If you have been told you are not eligible for rent assistance or social housing
- If you've been taken off the NSW Housing Register
- If your application to transfer to a different area hasn't been approved
- Former tenant charges
- If you've been told your rent is going to increase
- If your application to make changes to your home hasn't been approved

There are more examples in Link Wentworth's Appeals Policy. If you are not sure about whether you can appeal a decision, phone Link Wentworth on 9412 5111 and ask.

First Level Appeals

How do I lodge an appeal?

You can lodge an appeal using one of the following ways:

1. Fill in our Appeals Form, available online at linkwentworth.org.au, then
 - send it in by email to feedback@linkwentworth.org.au
 - post it to PO Box 5124, Chatswood West, NSW 2067
 - drop it off at one of our offices if it is safe to do so
2. Ask a Link Wentworth staff member to write out your appeal in the Appeals Form for you. After they have written it out, they must read it back to you and you must sign it to show that you agree it is correct.
3. By phone – phone Link Wentworth on 9412 5111 and say you want to make an appeal about a decision made by Link Wentworth. Your call will then be transferred to the right person to help you.

How long do I have to make an appeal?

You usually have three months from when a decision was first made to make an appeal. But for rent subsidy cancellations, you only have 21 calendar days to appeal.

What happens when I lodge an appeal?

1. When we receive your appeal, we log it in our Housing Appeals Register.
2. We will let you know within 24 hours that we received your appeal. We will also send you a copy of our Appeals Policy.
3. A senior staff member who did not make the first decision will review the decision that was made.
4. We will send you the result of the review in 21 days.

Second Level Appeals

What if I don't agree with the outcome of the appeal?

If you are unhappy with the outcome of the appeal you can make an appeal to the Housing Appeals Committee (HAC). This is often called a Second Tier Appeal. When you get a letter from Link Wentworth to tell you about the outcome of the appeal you made, you will get information on how to make an appeal to the HAC.

How do I lodge an appeal to the HAC?

You will need to complete an Appeal form, which can be accessed through the [HAC website](#) and email it to the HAC at hac@facns.nsw.gov.au or send by mail to HAC, P.O. Box 1030 Burwood Westfield NSW 2134.

What are the timeframes for lodging an appeal with HAC?

- 3 months – for most decisions
- 48 hours – for Rent Start and Temporary Accommodation, including emergency Temporary Accommodation
- 14 days – for decisions relating to intention to issue a Notice of Termination where a tenant has been offered alternative social housing you only have

What happens when I make an appeal to the Housing Appeals Committee?

When the HAC gets your form, it will organise a date for a meeting with you. The meeting will be either by phone or in person.

At the meeting you can tell the HAC why you are unhappy with Link Wentworth's decision and you can also talk about your housing need. You can take someone with you to give you support if you would like to. A few weeks after the meeting with HAC you will get a letter from the HAC which will tell you what decision they have made. The HAC will also write to Link Wentworth.

If you need more information, please contact Link Wentworth on 9412 5111 or email enquiries@linkwentworth.org.au

Do you need a translator? TIS National provides access to phone and on-site interpreting services in over 150 languages. Call 13 14 50. linkwentworth.org.au