

Ecclesia Housing

How to Appeal a Decision made by Ecclesia Housing Staff

Appeals

Tenants can appeal Ecclesia Housing decisions that affect their entitlements. Clients can appeal a decision if they believe an incorrect decision was made For Example

- Inadequate consideration was given to their individual circumstances.
- The decision was made contrary policy.
- The decision involved a poor interpretation of policy.
- The procedure used to reach the decision was not fair and correct.

You need to appeal to Ecclesia Housing within 3 months of being notified of a decision. However, consideration may be given to appeals outside the set timeframe - the Chief Executive Officer of Ecclesia Housing will assess the situation. You can contact the Housing Appeals Committee at any time directly. Housing Appeals Committee details can be found at: <http://www.hac.nsw.gov.au>

Ecclesia Housing will review your appeal internally. Ecclesia Housing's decision on your appeal can be appealed to the independent [Housing Appeals Committee](#).

What can I appeal about?

Ecclesia Housing tenants may request a review of any decision made by Ecclesia Housing Staff, however policies and procedures set by FACS cannot be appealed through this process.

Few examples of appealable decisions include:

- Eligibility for social housing, including priority housing
- Removal from the NSW Housing Register
- Dwelling entitlements e.g. number of bedrooms or property type
- Locational need, including 'high demand' locations
- Offers of properties and the suitability of each offer
- Eligibility for transfer.

For information on appeals visit the [Housing Appeals Committee](#).

How can I appeal a decision?

- Over the phone, by calling Ecclesia Housing on **02 98906500**
- By downloading Ecclesia Housing Form and mailing it to **PO BOX 2725, North Parramatta NSW 1750**
- By emailing us at admin@ecclesiahousing.org.au
- You can request an interview and speak to us in person. You can bring a friend or advocate for help or support. We can arrange an interpreter for you if required.

What happens next?

1. You will receive an acknowledgement letter or email confirming submission of your compliment, complaint or appeal within 4 days.
2. An Ecclesia Housing officer will be assigned to review your matter. Please be assured the person who made the original decision will not conduct the review of that decision. A person who was not directly involved in the decision will conduct the review.
3. The person will give you a decision on your appeal within 21 days. All appeals are also reviewed by a member of the Executive Team and you will be advised in writing of our decision.

What happens if I disagree with the outcome of my appeal?

If you disagree with the outcome of your appeal with us, you have the right to appeal to the independent [Housing Appeals Committee](#) on 1800 629 794.