

RESOURCES: COMPLAINTS AND APPEALS

NRSCH Resources

NRSCH National Provider Register
https://www.nrsch.gov.au/national_register.

NRSCH Evidence Guidelines
<https://www.nrsch.gov.au/publications/nrsch-operational-guidelines/evidence-guidelines>

NSW Government policies

NSW Department of Communities and Justice, *Community Housing Complaints, Issues and Appeals Management Framework*
<https://www.facs.nsw.gov.au/housing/community-housing-policies/complaints-issues-appeals-management>

NSW Department of Communities and Justice, *Community Housing Access Policy*
<https://www.facs.nsw.gov.au/housing/community-housing-policies/access>

NSW Department of Communities and Justice, *NSW Affordable Housing Ministerial Guidelines*
<https://www.facs.nsw.gov.au/download?file=332789>

Aboriginal Housing Office, *Housing Services Policy Framework*
<https://www.aho.nsw.gov.au/sites/default/files/2020-12/AHO-Communications-Housing-Services-Policy-Framework-Policy-June-2017.PDF>

Aboriginal Housing Office, *Housing Services Guidelines*
https://www.aho.nsw.gov.au/sites/default/files/2020-09/AHO-Communications-AHO-Housing-Services-Guidelines-Policy-June-2017_0.PDF

Aboriginal Housing Office, *Aboriginal Housing Eligibility Policy*
<https://www.aho.nsw.gov.au/sites/default/files/2020-12/AHO-Communications-Aboriginal-Housing-Eligibility-Policy-Policy-June-2017.PDF>

Aboriginal Housing Office, *Aboriginal Housing Access Policy*
<https://www.aho.nsw.gov.au/sites/default/files/2020-12/AHO-Communications-Aboriginal-Housing-Access-Policy-Policy-2017.PDF>

Handling complaints

NSW Ombudsman, *Effective complaint handling guidelines*

https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0018/42228/Effective-complaint-handling-guidelines-Third-edition.pdf

NSW Ombudsman, *Tips for accessible complaint handling* (fact sheet)

https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0009/39888/Tips-for-accessibility-161115.pdf

NSW, Ombudsman, *Handling complaints*

https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0005/3695/Handling-complaints.pdf

NSW Ombudsman, *Investigation of complaints* (fact sheet)

https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0007/3697/FS_PSA_09_Investigation_of_complaints.pdf

NSW Ombudsman, *Apologies* (fact sheet)

https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0018/3681/FS_PSA_01_Apologies-190322.pdf

NSW Ombudsman, *Apologies: A practical guide* (2nd Edition)

<https://www.ombo.nsw.gov.au/news-and-publications/publications/guidelines/state-and-local-government/apologies-2nd-ed>

Options for external complaints

Tenants Advice and Advocacy Services in NSW

<https://www.tenants.org.au/all/taas>

Aboriginal Tenants Advice and Advocacy Services

<https://www.tenants.org.au/aboriginal-tenants>

NSW Registrar of Community Housing, 'Notifications and Complaints'

<https://www.rch.nsw.gov.au/contact-us/notifications-and-complaints>

Appeals

Housing Pathways, *Review of Decisions (first tier appeal) Application Form* (for appealing a decision made by a community housing provider about eligibility for social housing)

<https://www.facs.nsw.gov.au/download?file=329281>

NSW Department of Family and Community Services, 'Appeals and Reviewing Decisions'

<https://www.facs.nsw.gov.au/housing/help/applying-assistance/appeals-and-reviewing-decisions>

Department of Communities and Justice, *Client Service Delivery and Appeals Policy*

<https://www.facs.nsw.gov.au/housing/policies/client-service-delivery-appeals-policy>

NSW Department of Family and Community Services, *NSW Social Housing External Appeals Policy Framework*

http://www.hac.nsw.gov.au/_data/assets/pdf_file/0009/333882/HousingAppealsCommitteeFramework.pdf

Housing Appeals Committee, 'Frequently Asked Questions'

<http://www.hac.nsw.gov.au/frequently-asked-questions>

Housing Appeals Committee, 'What can be appealed?'

<https://www.hac.nsw.gov.au/what-is-an-appeal/what-can-be-appealed>

Housing Appeals Committee, *NSW Housing Appeals Committee Charter*

<https://www.hac.nsw.gov.au/about-us/service-charter>

Housing Appeals Committee, Appeal Form Social Housing Clients

http://www.hac.nsw.gov.au/_data/assets/pdf_file/0003/333849/HAC-FORM-2016.pdf

Depending on the type of community housing your organisation plans to offer, it could also be useful to look at public housing policies on the Department of Communities and Justice (DCJ) website -

<https://www.facs.nsw.gov.au/resources/policies/housing-policies>

Listed above are links to resources that community housing providers may find useful when exploring the topic of Complaints and Appeals. This is not intended to be an exhaustive list. Community housing providers are advised to make their own check of mandatory requirements in State Government policies or legislation and areas where they may apply their own discretion, before introducing/ updating policies or service delivery practices.