



South Eastern Aboriginal Regional Management Services (SEARMS) Aboriginal Corporation

Policy Document

Location	General Manager
Policy	Appeals Policy
Version	Version 0.2
Issue Date	26 August 2016
PARS Performance Outcome	1.1 Fair and Transparent Processes

1. Introduction

- 1.1 Our ability to identify, manage and promptly resolve appeals, received from parties' external to SEARMS Housing, including applicants and tenants, is a key part of our Corporate Governance Program. To manage appeals, we have established a appeals framework in line with the Australian and International Standard for Complaints Handling (AS ISO 10002-2006).
- 1.2 It is important to note that this program is not designed to manage internal employment related matters. These are handled through our Internal Grievance Resolution Policies and Equal Employment Opportunity (EEO) And Harassment Policy.

2. Background and Scope

- 2.1 As an Aboriginal Community Housing Provider (ACHP) we must comply with the NSW Housing Act, NSW Residential Tenancy (RTA) Act, NSW Aboriginal Housing Office (AHO) Act, National Housing Regulations (National Regulatory Code), NSW Disability Inclusion Act as well as the Evidence Guidelines issued by the NSW Registrar of

Community Housing. Under the Evidence Guidelines all classes of Community Housing Providers are required to implement policies and procedures which provide mechanisms for applicant and resident complaints and appeals.

- 2.2 As an AHCP we are the first point of contact with respect to any individual tenancy, applicant or access related appeal.
- 2.3 Tenants and other stakeholders will not be penalised for lodging an appeal and can be assured SEARMS will treat your appeal with confidentiality
- 2.4 SEARMS will assess your appeal objectively.
- 2.5 SEARMS will commit to improvements where our systems and approach let our customers down.
- 2.6 The person appealing can give authority for a nominated representative to act on their behalf.

3. What is an Appeal?

- 3.1 An appeal is a request to have a decision reviewed and will address merit of the appeal to see if an outcome should be changed.

- 3.2 **Decisions which can be appealed?**

- Eligibility for Aboriginal Housing
- Tenancy offers
- Rent calculation
- Disability modifications
- Succession of tenancy

- 3.3 **What can't be appealed?**

- An instance where the NSW Civil & Administrative Tribunal have made orders
- Matters which aren't relating to housing
- SEARMS Policy content

4. How to lodge an appeal

- 4.1 **Lodgement**

An appeal can be lodged by email, letter or phone, or by completing a complaints & appeals form. This form is available by contacting our office on 02 4472 2644

4.2 Response

An appeal will be acknowledged in writing within 7 business days of receipt. The process of appeal and review will be completed within 20 business days

4.4 Review

Appeals will be reviewed by the General Manager in the first instance and where appropriate the General Manager may refer the appeal to the SEARMS Board for resolution

4.5 Record of Appeal

The appeal will be entered into SEARMS appeals register. Any correspondence in relation to the appeal will be filed in the Tenant /Stakeholders file, during the appeal review it will be also filed as confidential

4.7 Other Options

You can seek assistance from other bodies;

- Murra Mia Tenancy Advocacy Service, Batemans Bay
- The Aboriginal Housing Office, Sydney
- NSW Civil and Administrative Tribunal (NCAT), Wollongong
- Tenancy Ombudsman, NSW
- Housing Appeals Committee NSW

5. Related Documents/Policies

- Complaints & Appeals form – Appendix “A”
- Appeals register (copy) – Appendix “B”
- Complaints Policy – Refer to Policy

6. Policy Review

This Policy will be reviewed 29 August 2017.

7. Policy Adoption

This policy was adopted 29 August 2016.

8. Issuing Authority



Jesse White
General Manger



Tom Slockee
Co-Chairperson





**South Eastern Aboriginal Regional Management Services (SEARMS)
Aboriginal Corporation
Complaints & Appeals Form**

Are you lodging a Complaint OR are you lodging an Appeal?

Complaint (*go to Section 2*)

Appeal (*go to Section 1*)

(Tick whichever is applicable)

Section 1 – Appeal

What are you appealing? (*Please include copies of any correspondence*)

Section 2 – Complaint

Will you have a representative acting on your behalf? (*If so please provide their details*)

Who is the person that made the decision you are dissatisfied with?

What is their title & where do they work?

What outcomes are you seeking?

How would you like us to respond to this matter?

In writing & phone call

In writing only

(Tick whichever is applicable)

Please note if you have identified a representative, the advice will be provided to them also.



SEARMS Aboriginal Corporation Appeals Register

Document Control Version No.: DRAFT
V0.1

Status: Initial DRAFT

Aim: Establish appeals register

Date	Person Making Appeal	Contact Details	Appeal Method Phone/Written/In Person	Appeal Description	Responsible Person	Response Sent/Method	Outcome	Other Comments

