



Appeals Policy

Purpose

This policy outlines the approach of Salvation Army Housing (SAH) to appeals in respect to housing service provision and related services.

The purpose of this policy and procedure is to

- allow tenants and applicants the right to appeal.
- make it easy for tenants and applicants to exercise that right.
- help SAH review what is and isn't working well in the organisation.

Scope

This policy applies to appeals made by tenants, applicants, and other stakeholders in relation to housing service provision of all housing programs, owned or managed by SAH.

It does not include:

- matters which are the responsibility of state-based administrative tribunals.
- matters unrelated to the services SAH provides.
- disputes or grievances from employees or management (these are covered under human resource management policies).

All staff are required to adhere to this policy.

Policy Statement

SAH is Committed to:

1. Having an appeal process that is accessible to all regardless of any disability, language, literacy skills, culture, or any other factor.
2. Managing appeals in a consistent, transparent, and effective manner.
3. Respecting privacy and confidentiality. Personal information will not be given to another person unless there is a lawful reason to do so such as where it is necessary for the safety of any person or to prevent harm and/or with consent.
4. Ensuring appeals policy and procedure comply with legislation, regulation, and contract obligations.

Appellant's Rights

1. SAH supports the appellant's right to:
 - a timely response from SAH.
 - receive support through the process, including from an advocate of their choice.
 - withdraw the appeal at any point in the process.
 - access and receive support from an advocate of their choice.
 - access external bodies/tribunals at any point throughout the process.
 - not be victimised by any person as a result of lodging an appeal.
 - access or continue to receive support and service from SAH at a level that is not diminished or compromised as a result of making an appeal.
 - an internal review of the original decision made by SAH where the appellant is dissatisfied with the outcome.

- make an appeal via a third party, such as a government department in parallel and / or relevant Tribunal if not satisfied with the outcome of the appeal.
2. SAH will take all reasonable steps to resolve the matter within 30 days after receiving the complaint.

Definitions

Appeal	When a tenant or applicant asks for a decision made by SAH to be reviewed.
Appellant	The person appealing, or who the appeal is being made on behalf of.
Applicant	A person who has applied for housing via the Housing Register or, where permitted by the Eligibility Policy.

Related Documents

Policy	Complaints and Feedback Policy Sustainable Tenancies Policy
Legislation	National Regulatory Code National Community Housing Standards State Residential Tenancies Act and Regulation
Other Documents	Appeals Brochure Tenant Handbook

Document Control

Authorisation	Senior Leadership Team (SLT)
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