Tenant Appeals

Coodjingburra H.O.M.E
Helping Our Mob Everywhere

1. Purpose

This policy sets out what decisions made by Coodjingburra HOME may be appealed and the process through which we assess appeals by applicants, tenants and stakeholders.

Definition: For the purposes of this policy, an appeal is a request to have a decision made by Coodjingburra HOME in the application of its policies reviewed. This involves the review of a decision to see if an outcome may be changed either completely or in part.

2. Scope

Within Scope - Decisions which may be Appealed

- Eligibility for housing assistance
- Housing Offers
- Tenant charges e.g. water
- Request to modify a property
- Rent subsidy calculations

Outside of Scope - Decisions which are not Appealable

- Matters which are the responsibility of the NSW Civil and Administrative Tribunal (NCAT) and other bodies
- Matters not relating to the provision of housing services
- Decisions not directly related to the applicant or tenant

Who can and how to lodge an appeal

Only the person affected by the decision (or their authorised representative) can lodge an appeal.

An appeal may be lodged by completing Coodjingburra HOME's appeal form. An appeal of decisions on offers of Housing must be made within 14 days of the decision. Appeals for other appealable decisions may be made within three (3) months of the decision.

3. Guidelines

The Appeals process involves two (2) steps, first tier internal appeal to Coodjingburra HOME management and second tier external appeal to Housing Appeals Committee.

3.1 *First Tier Internal Appeal to Coodjingburra HOME Management*

This involves a review of the original decision made and will consider the merit of the original decision and any new information available. This will be undertaken by someone not involved in arriving at the original decision. If a tenant believes Coodjingburra HOME has made a wrong decision in relation to a breach or strike notice, a formal review of the decision should be requested.

To request a formal review the applicant or tenant should email the Operations Manager (currently Sharyn Logan) at sharyn.logan@coodjingburrahome.com

The email request should state why the tenant disagrees with the decision. If an email is not possible, please call or text our Operations Manager on 0431 633 002 or where we can outline alternative processes.

If the appellant is not satisfied with the outcome of the internal appeal they can make an appeal to the Housing Appeals Committee (HAC) as outlined in the next section.

3.2 *Second Tier External Appeal to Housing Appeals Committee (HAC)*

If an appellant is not satisfied with the decision of Coodjingburra HOME after the first-tier appeal, they have the option of appealing to HAC.

HAC will conduct a review of the decision in accordance with its own procedures. Coodjingburra HOME will cooperate openly with every appeal considered by HAC involving a decision made by us.

As an independent body, HAC has a mandate to make its own recommendations. These recommendations are not binding on community housing providers. In most cases, Coodjingburra HOME will support a recommendation made by HAC.

HAC is an independent appeals agency for all NSW Social Housing clients. Coodjingburra HOME will advise the appellant on how to lodge an appeal with HAC.

Alternatively HAC may be contacted directly by visiting https://www.nsw.gov.au/departments-and-agencies/housing-appeals-committee or by calling 1800 629 794.

An appeal to HAC can be made by emailing hac@facs.nsw.gov.au or by free call on 1800 629 794.

An appellant can also complete an online form on the HAC website.

4. Relevant Legislation, Policies and Resources

Housing Appeals Committee (HAC)

CLICK TO VIEW & DOWNLOAD

Tenants' Union of NSW

CLICK TO VIEW

NSW Civil & Administrative Tribunal

CLICK TO VIEW

NOTE: We have inserted the exact links as of June 2026. Links can change from time to time. To clarify, or if you encounter any challenges, please contact Operations Manager Sharyn Logan: **sharyn.logan@coodjingburrahome.com** or **0431 633 002**