

Homelessness Support Service: Appeals

Appeal of Decisions

The Women's Housing Company (WHC) aims to always treat clients fairly. However, we understand there may be occasions when you are not happy with a decision that we have made. In these circumstances, we encourage you to lodge an appeal.

Requesting an appeal provides the WHC with an opportunity to reflect on whether the decision was made based on accurate information and in accordance with relevant legislation and/or policies and procedures.

Lodging an appeal against a decision the WHC has made will not result in any form of retaliation or discrimination. You should feel safe and assured that you will be heard respectfully and professionally.

What is an Appeal?

- An appeal is a request for a review of a service delivery decision made by the WHC.
- Appeals must be lodged within 30 days of being notified of a decision.
- Appeals cannot be made anonymously.
- Appeals are reviewed internally.

How can I lodge an Appeal?

Appeals can be made by telephone, in writing by email or letter, or in person.

Appeals can be made by a client of the WHC, or by an advocate on behalf of the client.

Appeals cannot be made anonymously.

- **By telephone** – 02 9602 9160
- **By email** – info@whss.org.au
- **Send a letter** – PO Box 226, Casula Mall, NSW 2170
- **In person** – you may request a meeting to speak with us in person, call us on 02 9602 9160 to arrange a meeting during business hours (Monday to Friday between 9am – 4.30pm).

We can arrange an interpreter if required.



Which decisions can I appeal for example?

- Eligibility for support services or accommodation services
- The type and suitability of accommodation offered
- A decision made in relation to my complaint



Assistance to lodge an appeal

The WHC can assist you to lodge an appeal against a decision if required. This can be done by explaining the process, arranging an appropriate service or interpreter.

What happens next?

The WHC will send you an acknowledgement letter or email to confirm receipt of your appeal within 3 business days.

To ensure consistent, impartial, and appropriate review of decisions and responses, all appeals are reviewed by a senior staff member not involved in the original decision-making process.

The WHC aims to respond to appeals promptly, and wherever possible within 21 business days.

Where a review is expected to exceed 21 days, the person handling the appeal will advise the appellant of progress to date, reasons for the delay, and the anticipated date of response.

At the end of the review process, a letter will be issued to advise the outcome.

How are appeals managed?

Any staff member can receive an appeal and record details in the appeals review system.

Appeals are dealt with professionalism and confidentiality. The staff member who made the original decision, will not manage the appeal.

Your appeal will be managed thoroughly and impartially, with detailed notes kept on file.

We aim to resolve appeals within 21 days. If more time is required to complete an investigation, we will advise you of the anticipated date of resolution and any reasons for the delay.

You will receive written notification of the outcome of your appeal.

More information

The factsheet provides a general summary only. For more information, please refer to our *Homelessness Support Service: Complaints and Appeal Policy* on our website: www.womenshousingcompany.org.au.