

If the Housing Appeals Office finds that your application has been assessed correctly and the original decision made by your *support provider* was correct, an explanation of the outcome will be sent to you from the Manager, Housing Appeals.

What types of decision can't you appeal using this process?

You cannot use this process to appeal decisions made by a Housing Office.

To appeal Housing Office decisions, you are required to follow the procedure outlined in the 'Housing Appeals' brochure. This brochure can be obtained from any Housing Office or from the Housing Appeals Office at Level 1, 50 Lonsdale Street Melbourne, Victoria 3000.

Information is also available on the Department of Human Services – Housing website under the heading, 'Appealing a Decision'.

You cannot use this process to appeal any decisions made by a *support provider* other than the non-approval of your 'Homeless with Support' application. You will need to contact your *support provider* for information on their review processes in regard to other decisions.

If you would like to receive this publication in an accessible format, please phone 9096 7426, using the National Relay Service 13 36 77 if required, or email housingappeals@dhs.vic.gov.au

This document is also available on the Internet at www.dhs.vic.gov.au/housing

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services

Homeless with Support Category Appeals



Department of
Human Services



Homeless with Support category Appeals

You can appeal a decision made by your support provider if they do not endorse your application for public housing under the **Homeless with Support** category.

NOTE: This process cannot be used to appeal decisions made by a Housing Office in regard to your public housing application.

How to appeal

If you have discussed your concerns with your *support provider* but you are still dissatisfied with their decision, you can lodge an appeal to have the decision reviewed.

There is no charge for lodging an appeal and the matter is treated confidentially.

To make a formal appeal, you need to provide written details of your concerns on an **AF2 Appeals application form**.

The AF2 Appeals application form is available from:

- *your support provider*
- or**
- any local housing office
- or**
- Housing Appeals Office
Level 1 – 50 Lonsdale Street
Melbourne Victoria 3000
Telephone: **(03) 9096 7426**
Telephone: **1800 807 702** (country callers only – toll free)

On the appeals application form you are required to provide details of the decision you are appealing and the reasons why you are doing so. You should also attach copies of any documents that support your case.

The appeal application form should be lodged directly with the Housing Appeals Office.

NOTE: Appeals will ONLY be considered in writing.

If you have difficulty completing the appeal application form, you should seek assistance from a housing advocacy service. For information on the closest service in your area, contact your local Housing Office.

What will happen to your appeal?

Step 1 – Initial Review

The information you provide on the form will be examined by the manager of the *support provider* who do not endorse your application. They will determine whether the decision about your application was made in accordance with the Department's Homeless with Support policy, or whether the decision should be overturned.

Your *support provider* will notify you in writing of the outcome of the review within 10 working days of the appeal application being lodged.

Step 2 – The Housing Appeals Office Review

If the outcome of the initial review is not in your favour, the appeal will be referred to the Manager, Housing Appeals for an independent review. The second review will determine whether the Department's policy and procedures were correctly applied in the assessment of your application. The review may also identify any issues with policy and procedures that require further investigation.

You will be offered the opportunity to discuss your appeal either in person or by telephone. Following a thorough investigation of the matters you have raised, the Housing Appeals Office may request that the manager of the *support provider* review their original decision.