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| A guide to housing appeals |
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# What is an appeal

If you are unhappy about a decision made by the Department of Families, Fairness and Housing, first speak with your local housing office.

If you have talked about your concerns with your local office and are still not happy, you can appeal the decision using the appeals process.

# How to appeal

You should make your appeal as soon as possible after the department makes a decision you think is not right. The department treats appeals conﬁdentially.

You need to fill out an appeal application form to make an appeal. You can get a paper form from:

* [Your local ofﬁce](https://www.dffh.vic.gov.au/contact-us) <https://www.dffh.vic.gov.au/contact-us> (see Housing enquiries and offices).
* Housing Appeals Office:
  + telephone 1800 807 702
  + [email housing appeals](mailto:housingappeals@dhhs.vic.gov.au) <housingappeals@dffh.vic.gov.au>
* On the [Forms and guides page](http://www.housing.vic.gov.au/forms-guides) of the Housing website <[www.housing.vic.gov.au/forms-guides](http://www.housing.vic.gov.au/forms-guides)>

**Alternatively**, you can fill out an [online appeal application form](https://onlineappeals.housing.vic.gov.au/) <https://onlineappeals.housing.vic.gov.au/>.

On the form you will need to explain:

* the decision you are appealing
* the reasons why you think the department should change the decision.

You should attach copies of any supporting documentation.

**Once you have filled in the form you can return the form by:**

* **Post** to:Housing Appeals Office  
  PO Box 4057   
  Melbourne VIC 3001
* [**Email Housing Appeals Office**](mailto:Email%20Housing%20Appeals%20Office) **<**housingappeals@dffh.vic.gov.au>
* **In person, email or post** the form to [your](your%20) local office <https://www.dffh.vic.gov.au/contact-us> (see Housing enquiries and offices).

# Who can help me complete my appeal?

If you need help completing the form, a Tenancy Plus provider can help you. Non-government services in your local community provide Tenancy Plus services. So you know you will get independent help and support.

To find out who your local Tenancy Plus provider is contact your local office or the Housing Appeals Office.

# What will happen to your appeal?

Once the department receives your appeal application, it will:

* register your appeal
* send you a letter confirming the registration.

## Initial review

The area that made the original decision will look at:

* the information you provide on the form
* whether the decision meets with the department’s policy, procedures and operational guidelines.

You should receive a letter with the outcome of this review within ten working days from the date the department receives the appeal application form.

If this review does not change the decision you are appealing, the Housing Appeals Office will undertake an independent review.

## The Housing Appeals Ofﬁce

The Housing Appeals Office’s review will:

* check if housing policy, procedures and operational guidelines were correctly applied
* offer you the opportunity to discuss your appeal in person or by telephone. If you have nominated an advocate, the Housing Appeals Office will discuss your appeal with your advocate.

After investigating your appeal, the Housing Appeals Office may ask the area that made the original decision to review their decision.

If the area that made the original decision changes the decision, it will send you a letter letting you know your appeal has been successful.

If the Housing Appeals Office finds that the original decision was correct, it will send you a letter letting you know your appeal has been unsuccessful.

# What types of decisions can you appeal?

Decisions you can appeal include:

* decisions about your housing application such as
  + eligibility for social housing
  + eligibility for priority access housing
  + removal of an application
  + special accommodation requirements
  + offers of public housing
* rental rebate assessments
  + cancellation of a rebate
  + backdating a rebate assessment
  + rental subsidies
* tenant responsibility charges
* RentAssist bond loan scheme
* requests for disability modiﬁcations
* movable units
* transfer of tenancy

# What types of decisions can’t you appeal?

Decisions you cannot appeal include:

* rental arrears recovery procedures
  + evictions
  + notices to vacate
  + legal agreements
* requests for emergency and responsive maintenance
* claims for compensation.

The Victorian Civil and Administrative Tribunal (VCAT) at 55 King Street, Melbourne 3000 deals with these.

VCAT has powers under the Residential Tenancies Act 1997to hear and settle disputes between a rental provider (landlord) and a renter (tenant).

You can contact VCAT on telephone (03) 9628 9800 or, free call 1800 133 055 for country residents.

# Complaints

If you are dissatisfied with any service provided by the department there is a complaints process. A complaint can be where you feel a service is unsatisfactory, you did not receive enough information or choice, or you were denied respect, dignity or privacy.

You can submit a complaint by choosing one of the options below:

* **submit your complaint online** using the [Make a complaint eform](https://feedback.dhhs.vic.gov.au/layout.html#/DFFH) <https://feedback.dhhs.vic.gov.au/layout.html#/DFFH>
* **telephone** the department’s Feedback Service on 1300 884 706
* [**email** the department’s Feedback Service](mailto:email%20the%20department’s%20Feedback%20Service) <feedback@dffh.vic.gov.au>
* **mail:** Complaints, GPO Box 4057, Melbourne, Victoria, 3000.

Further information about the department’s complaints process can be found on the department’s website – [Making a complaint](https://www.dhhs.vic.gov.au/making-complaint) <www.dhhs.vic.gov.au/making-complaint>

# Other avenues of appeal

If you are still not satisfied with the outcome of your appeal you can contact organisations such as:

## Victorian Ombudsman

Level 2, 570 Bourke Street, Melbourne, Victoria 3000

Telephone: [1800 806 314](tel:0396136222)

## Victorian Equal Opportunity and Human Rights Commission

**Level 3, 204 Lygon Street, Carlton, Victoria 3053**

Telephone: 1300 292 153

# Local Housing offices

| Office | Address | Phone | Email |
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| **Ascot Vale** | 12 Churchill Avenue Ascot Vale 3032 | (03) 9371 6200 | Ascotvale.housing@dffh.vic.gov.au |
| **Bairnsdale** | 7 Service St Bairnsdale 3875 | (03) 5144 9100 | housing.outergippsland@dffh.vic.gov.au |
| **Ballarat** | 402 Mair Street, Ballarat 3353 | (03) 5333 6530 | ballarat.housing@dffh.vic.gov.au |
| **Benalla** | 26 Church Street, Benalla 3671 | (03) 5761 1222 | housing.ovensmurray@dffh.vic.gov.au |
| **Bendigo** | 74 to 78 Queen Street, Bendigo 3550 | (03) 5434 5670 | Bendigo.housing@dffh.vic.gov.au |
| **Box Hill** | 883 Whitehorse Road, Box Hill 3128 | (03) 9843 6000 | boxhill.housing@dffh.vic.gov.au |
| **Broadmeadows** | 56 to 58 Coleraine Street, Broadmeadows 3047 | (03) 9309 1255 | broadmeadows.housing@dffh.vic.gov.au |
| **Carlton** | 480 Lygon Street, Carlton 3053 | (03) 9341 8200 | carlton.housing@dffh.vic.gov.au |
| **Cheltenham** | 4 to 10 Jamieson Street, Cheltenham 3192 | (03) 8585 6000 | cheltenham.housing@dffh.vic.gov.au |
| **Colac** | 310 Murray St, Colac 3250 | (03) 5226 4540 |  |
| **Collingwood** | 229 Hoddle Street, Collingwood 3066 | (03) 9417 5144 | Collingwood.housing@dffh.vic.gov.au |
| **Dandenong** | 165 to 169 Thomas Street, Dandenong 3175 | 1300 555 526 | dandenong.housing@dffh.vic.gov.au |
| **Fitzroy** | 90 Brunswick Street, Fitzroy 3065 | (03) 9093 5000 | fitzroy.housing@dffh.vic.gov.au |
| **Footscray** | 71 Moreland Street, Footscray 3011 | 1300 360 462 | footscray.housing@dffh.vic.gov.au |
| **Frankston** | 431 Nepean Highway, Frankston 3199 | (03) 9784 3100 | frankston.housing@dffh.vic.gov.au |
| **Geelong** | Cnr Fenwick and Lt Malop Sts, Geelong 3220 | (03) 4243 5111 | geelong.housing@dffh.vic.gov.au |
| **Hamilton** | 260 Gray Street, Hamilton 3300 | (03) 5551 3299 |  |
| **Horsham** | 21 McLachlan Street, Horsham 3400 | (03) 5381 9777 | enquirieshorsham.housing@dffh.vic.gov.au |
| **Mildura** | 253 Eleventh Street, Mildura 3500 | (03) 5022 3111 | mildura.housing@dffh.vic.gov.au |
| **Morwell** | 9 to 11 Hazelwood Road, Morwell 3840 | 1800 650 813 | Housing.InnerGippsland@dffh.vic.gov.au. |
| **North Melbourne** | 33 Alfred Street, North Melbourne 3051 | (03) 9326 6377 | northmelbourne.housing@dffh.vic.gov.au |
| **Portland** | 16 Julia Street, Portland 3305 | (03) 5523 9999 | enquiriesportland.housing@dffh.vic.gov.au |
| **Prahran** | 259 Malvern Road, South Yarra 3141 | (03) 9096 9996 | prahran.housing@dffh.vic.gov.au |
| **Preston** | 679 to 685 High Street, Preston 3072 | 1300 664 977 | preston.housing@dffh.vic.gov.au |
| **Richmond** | 112 Elizabeth Street, Richmond 3121 | (03) 9429 5174 | richmond.housing@dffh.vic.gov.au |
| **Ringwood** | 25 Ringwood Street, Ringwood 3134 | (03) 9871 5199 | ringwood.housing@dffh.vic.gov.au |
| **Sale** | 150 York Street,  Sale 3850 | (03) 5144 9100 | housing.outergippsland@dffh.vic.gov.au |
| **Seymour** | Level 1, 8 to 10 Elizabeth Street, Seymour 3660 | (03) 5771 1600 | goulburn.housing@dffh.vic.gov.au |
| **Shepparton** | 163 Welsford Street, Shepparton 3630 | (03) 5832 1500 | goulburn.housing@dffh.vic.gov.au |
| **South Melbourne** | 120 Clarendon Street, Southbank 3006 | (03) 9096 1800 | southmelbourne.housing@dffh.vic.gov.au |
| **Sunshine** | 16 to 18 Hertford Road, Sunshine 3020 | (03) 9229 4100 | sunshine.housing@dffh.vic.gov.au |
| **Swan Hill** | 210 Beveridge Street, Swan Hill 3585 | (03) 5032 0100 | enquiriesswanhill.housing@dffh.vic.gov.au |
| **Wangaratta** | 43 to 47 Rowan Street, Wangaratta 3676 | (03) 5722 0555 | housing.ovensmurray@dffh.vic.gov.au |
| **Warrnambool** | Shop 2, 109 Lava Street, Warrnambool 3280 | (03) 5561 9444 | [enquirieswarrnambool.housing@dffh.vic.gov.au](mailto:enquirieswarrnambool.housing@dffh.vic.gov.au) |
| **Wodonga** | 55 Hovell Street, Wodonga 3690 | (02) 6055 7777 | housing.ovensmurray@dffh.vic.gov.au |

# Privacy

The Department of Families, Fairness and Housing is committed to protecting the privacy of your information.  We will handle your personal information within the requirements of the **Privacy and Data Protection Act 2014 (Vic)**. The department’s full privacy statement can be accessed at [DFFH Privacy Statement](https://www.dffh.vic.gov.au/privacy-statement) <https://www.dffh.vic.gov.au/privacy-statement>.

To resolve the matters raised by your appeal, relevant departmental staff may access and share information about you that relates to your appeal with those who are directly involved in the matters you have raised. Furthermore, personal or health information the department already holds about you, that is relevant to your appeal, will also be shared among departmental staff in relevant parts of the organisation (but only with those who are directly involved in the matters you have raised in your appeal). The department will not disclose personal or health information through other avenues unless authorised by you or as authorised by law.

Under the **Freedom of Information Act 1982** you can request access to the personal information that we hold about you. You can also request that we correct it if necessary. For more information, please [email the Housing Appeals Office](mailto:housingappeals@dhhs.vic.gov.au) <housingappeals@dffh.vic.gov.au>

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| To receive this form in another format, phone 1800 807 702 using the National Relay Service 13 36 77 if required, or [email housing appeals](mailto:housingappeals@dhhs.vic.gov.au) <housingappeals@dffhs.vic.gov.au>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne. © State of Victoria, Australia, Department of Families, Fairness and Housing, May 2023. 978-1-76130-074-5 (online/PDF/Word) Available at [Housing.Vic – Forms and Guides](http://www.housing.vic.gov.au/about/forms-guides) <www.housing.vic.gov.au/about/forms-guides> (2212378) |

# LanguageLink

**For other languages, an interpreter is available through your local office.**

**English**

This publication is about housing. If you have difficulty reading English, you can get help with this publication.

Please contact your local office or call Language Link on (03) 9280 0799 for an interpreter.

**中文 Simplified Chinese**

这是一份关于住房的出版物。如果你英语阅读有困难，可以获

得帮助。请联系本地办事处或拨打

(03) 9280 0791联系Language Link要求口译员协助。

**繁體中文 Chinese**

本刊物有關住房資訊。假如您閲讀英語有困難，您可以尋求瞭

解本刊物内容的幫助，請聯絡本地公房辦事處或撥打翻譯熱綫

(03) 9280 0789。

**Hrvatski Croatian**

Ova publikacija sadrži informacije o stambenom smještaju.

Ako ovu brošuru ne razumijete zato što je pisana

na engleskom, imate pravo na pomoć. Molimo vas,

kontaktirajte svoj mjesni ured ili nazovite Language Link na

broj (03) 9280 0792 i spojit će vas se sa tumačem.

**Polski Polish**

Niniejsza informacja dotyczy kwestii mieszkaniowych. Jeśli

masz trudności z czytaniem po angielsku, możesz otrzymać

pomoc w zrozumieniu tej publikacji. Prosimy zwrócić się do

swojego lokalnego biura lub zadzwonić do Language Link

pod numer (03) 9280 0793 i poprosić o ustnego tłumacza.

**Af-Soomaali Somali**

Daabacaadan waxay ku saabsan tahay gurisiinta. Haddii

aad qabto dhibaato xaga aqriska Ingiriisiga, waxaad

caawimaad ka helaysaa daabacaaan. Fadlan la xiriir xafiiska

degaankaaga ama ka wac Language Link taleefanka

(03) 9280 0795 wixii la xiriira turjumaanka.

**русский язык Russian**

Эта публикация касается жилищных вопросов. Если

вам трудно прочитать ее по-английски, то вам может

быть предоставлена помощь. Вы можете обратиться

в свой местный жилищный отдел или связаться с

переводчиком, позвонив на Языковую линию (Language

Link) по номеру (03) 9280 0794.

**Español Spanish**

Esta publicación es sobre vivienda. Si tiene dificultad para

leer inglés, se le puede ayudar con esta publicación. Por

favor póngase en contacto con su oficina local o llame a

Language Link en el (03) 9280 0796.

**Türkçe Turkish**

Bu yayın konutlar hakkındadır. İngilizce okumakta güçlük

çekiyorsanız, bu yayınla ilgili yardım alabilirsiniz. Lütfen

yerel ofisinizle ilişkiye geçin veya bir tercüman için (03) 9280

0797’den Dil Bağlantısı’nı arayın.

**Tiếng Việt Vietnamese**

Ấn phẩm này nói về vấn đề nhà ở. Nếu quý vị gặp khó khăn

đọc tiếng Anh, quý vị có thể được giúp đỡ để hiểu ấn phẩm

này. Xin hãy liên lạc với văn phòng địa phương hoặc gọi

cho Language Link theo số (03) 9280 0798 để có thông dịch

giúp đỡ.

عربي **Arabic**

هذه النشرة هي عن الإسكان. إذا كان لديكم صعوبة في قراءة اللغة

الإنكليزية، يمكنكم تلقي المساعدة لفهم هذه النشرة. رجاءً اتصلوا

Language بالمكتب المحلي في منطقتكم أو اتصلوا برابط اللغة

03 ) لطلب مترجم شفهي. ) 9280 على الرقم 0790 Link