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| Housing appeals application |
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# Office use only

| Appeal application number | Date application received |
| --- | --- |
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For more information about the appeals process, including what decisions you can appeal, please see the **Guide to housing appeals**. The guide is available 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) or
* the [Housing website](https://www.housing.vic.gov.au/appeal-decision) <https://www.housing.vic.gov.au/appeal-decision>.

If you need help or want more information, you can phone the Housing Appeals Office on **1800 807 702**.

To make an appeal, fill out this form and return the form:

* **Post to:**
Housing Appeals Office
PO Box 4057
Melbourne VIC 3001

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

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

# Section A

## Your details

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| --- | --- |
| Rental account number OR application number |  |
| Name  |  |
| Date of birth |  |
| Address |  |
| Phone number |  |
| Email address |  |
| Do you identify as Aboriginal or Torres Strait Islander? If yes, please specify if you are Aboriginal, Torres Straight Islander or both | *Please note: this is optional*  |
| Do you require an interpreter? If yes, what is your preferred language? |  |

## Advocate or other contact person

If you would like to nominate a person to discuss the appeal on your behalf, please complete this section. If you nominate an advocate, you consent to us sending them a copy of all housing correspondence that we send to you for the next two years which may relate to matters unrelated to your appeal.

|  |  |
| --- | --- |
| Name |  |
| Agency |  |
| Address |  |
| Phone number  |  |
| Email address |  |

# Section B

## What decision are you appealing?

| Decision | Mark with an X |
| --- | --- |
| Your social housing application |  |
| Your priority access application |  |
| Special accommodation requirements |  |
| An offer of public housing |  |
| Your request for disability modifications  |  |
| Your RentAssist bond loan application |  |
| Your rental rebate application |  |
| Outstanding charges |  |
| Other (please specify) |  |

## Why do you believe the decision should be changed?

It is important to provide as much information as possible to support your appeal. If there is not enough room in the space below, please attach additional information or supporting documents to this application.

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# Signature of person lodging the appeal

|  |  |  |  |
| --- | --- | --- | --- |
| **Appellant’s signature:** |  | **Date:**  |  |

# Privacy collection notice

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 <housingappeals@dffh.vic.gov.au>.

# LanguageLink

**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

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

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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 <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.In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.Available at [Housing.Vic – Appeal a decision](https://www.housing.vic.gov.au/appeal-decision) <https://www.housing.vic.gov.au/appeal-decision>(2212378) |