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| Housing Appeals |
| Video Transcript |
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[Housing Appeals]

[Blue text on screen appears saying; ‘Housing appeals’. Has Families Fairness and Housing, and Homes Victoria logo imposed over video of three people sitting together filling out documents, piano music playing]

[White text on blue screen Heading appears saying] ‘Appealing a decision made by Housing’.

[Voiceover]: Welcome to this short video about appealing a decision made by Housing.

[White text appears with the voice over saying]

We’ll show you:

[Dot points appear as voice over says]

* who can appeal
* what can be appealed
* how to appeal a decision
* what happens when you submit an appeal
* what options are available if you are still not happy about a decision and
* what decisions can’t be appealed

[Voice over] Let’s begin.

[White text on blue screen appears with ‘Who can appeal’].

[Voice over] If you are applying for social housing, [cartoon character of man with document appears] a bond loan [cartoon character of lady with document appears], a movable unit [cartoon character of man with document appears] or currently living in public housing in Victoria [cartoon character of lady waving appears]

[White text on blue screen appears saying] What can be appealed

[Voice over continues as white text appears saying]

and you are not happy with a decision about one of the following, you can submit an appeal.

[Dot points appear as voice over says]

* Your housing application
* An offer of housing
* Your application for a movable unit
* Your application for a
* transfer of a tenancy
* Your application for a RentAssist bond loan
* Renter responsibility maintenance charges
* Your request for disability modiﬁcations, or
* how your weekly payment amount is calculated

[Split screen cartoon commences with man on rights side of screen sitting with a coffee, and a lady from the locat housing office on the left side of screen sitting at a desk in front of a computer, talking on a mobile phone.]

[Voice over] The first thing to do is speak with the office [Man speaks with lady at local housing office using his mobile phone] who made the decision and try to work out your concerns.

[Cartoon man scratching his head] If you still think a decision is unfair or not right, [Man’s thought bubble appears saying ‘I can submit a Housing appeals application form’] you can submit a housing appeals application form.

[Voice over] Ask the person you are speaking with for an appeals application form. [Man’s voice bubble appears saying] Can I please have an Appeals Application form.

[Lady’s voice bubble appears saying] You can also get one from the Housing Appeals office or, go to

[Voice over] You can also get one from the Housing Appeals office or,[Screen shot appears of google search screen typing in housing.vic.gov.au]

[Voice over] go to Housing.vic.gov.au website, search [Housing Vic web page appears with appeal form typing into search box] ‘appeals form’ and {Search screen scrolls down] select ‘housing appeals application form’ from the search results.

[Voice over] We only accept appeals {Appeal form appears on screen] in writing, so the first step [form scrolls down to signature section] is for you to fill out and sign the appeals [Sign here speech bubble appears] application form.

[Front of appeal form reappears]

[Voice over] Fill in Section A with your details [Form scrolls to section A] including your rental account number [Typed in Example text appears] or application number, and your [Interpreter details appear highlighted yellow] preferred language if you need an interpreter.

[Form scrolls down to advocate section and example typed text appears]

[Voice over] If you would like someone else to discuss the appeal on your behalf, you can nominate someone to be your advocate. An advocate can be a family member, a friend, a support worker, a health care worker or from other professional services.

[Speech box appears saying] Be mindful that your advocate will need to know about your personal details [Voice over] Just be mindful that your advocate will need to know about your personal details.

[Form scrolls down to Section B Appeal information]

[Voice over] In section B, please explain the decision you are appealing [Appeal decision about a social housing application is maked with an ‘X’]

Form scrolls down to the ‘Why do you believe the decision should be changed’ section]

[Voice over] and why you believe the decision should be changed.

[Text on the form stating “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 pin or staple additional information or supporting documents to the top corner of this page” is highlighted yellow]

[Voice over] Provide as much information as possible to support your appeal. If there is not enough space, you can write the information in a separate letter. You can also provide any other documents you think are important for your appeal.

[ Speech boxes appear saying ‘Please sign here’ and ‘Please also insert date”].

[Voice over] If you need help to fill in the form [form scolls up to the top of the form], ask your local office or call the Housing Appeals Office using the number on the appeals application form. [Telephone numbers on the form are highlighted yellow] People living in public housing [Split screen cartoon appears with a person living in public housing asking the local office to be referred to Tenancy Plus] can also ask their local office for a referral to a Tenancy Plus support service.

[Cartoon character appears showing envelope being sent to the local housing office or the Appeals office. [Voice over] Once you have filled out the form, send it to your local office or the Housing Appeals Office.

Pale Green text appears on a Blue screen saying ‘What happens with your Appeal

[Voice over] Once your Appeals application form is received, a letter is sent within one day,[Cartoon appears with envelope being sent from the local housing office to the man who sent the appeal] letting you know we’ve got it.

[Cartoon appears to show the local office considering the appeal and working on the computer]

[Voice over] The office who made the original decision, checks that our policies, procedures and operational guidelines were correctly applied. A housing services worker may contact you or your advocate [ cartoon of the man and his advocate are shown talking on the phone] to discuss your appeal before deciding the outcome. A letter explaining the result is then sent to you and your advocate [Cartoon shows the man and the advocate with a letter] within 14 days of the appeal being received.

[Yellow text on a blue screen appears saying] ‘If review does NOT change the decision, the appeal is sent to the Housing Appeals office for an independent review’

[Voice over] If the review does not change the decision, your appeal is sent to the Housing Appeals office for an independent review.

[Cartoon shows a man at the Housing Appeals office working at his computer]

[Voice over] The Housing Appeals office makes sure housing policy, procedures and operational guidelines were correctly applied. They will ask you or your advocate [Cartoon shows the man and his advocate talking on the phone] to discuss the appeal in person or by telephone.

[Cartoon shows people at the Housing Appeals office discussing the appeal].

[Voice over] Once their review is finished, the Appeals office may ask the office [Cartoon shows the Appeals office speaking with the local office with a speech text box saying ‘Please review your decision again’] that made the original decision to review their decision again.

[Cartoon shows the local office discussing the appeal, with a thought bubble saying ‘Decision is Changed’)

[Voice over] If the original decision is changed, the local office will notify you in writing that your appeal is successful. [Cartoon shows Local housing office sending letter to the man showing the decision is changed]

[Voice over] If the Appeals office [Cartoon shows the man at the appeals office working on his computer] find the original decision was correct, they will send you a letter explaining the decision.[Cartoon splits to include the man receiving the letter sent to him explaining the original decision was correct]

[White text appears on blue screen saying] ‘Other avenues for review’ and ‘If you are Still not happy with the appeal outcome, you can talk to other organisations about the decision, such as the:

[Voice over] If you are not happy with the appeal outcome, you can talk to other organisations about the decision, such as:

[Dot points appear as voice over says]

* The Victorian Ombudsman,[ picture Dealing with complaints about Government appears] or
* The Victorian Equal Opportunity and Human Rights Commission,[picture Understanding your rights appears]

[White text appears on blue screen saying] ‘What decisions can’t be appealed?

[Voice over] There are some decisions that can’t be appealed such as:

[Dot points appear as voice over says]

* rental arrears recovery procedures
* evictions,
* notices to vacate,
* service charges
* compensation, or
* requests for emergency and responsive maintenance.

These are reviewed by the Victorian Civil and Administrative Tribunal (VCAT). They are an independent tribunal who can hear and settle disputes between renters and rental providers.

[Voice over] We are almost at the end of this video.

[White text appears on blue screen saying] Summary of what we have covered

[Voice over] Here is a summary of what we have covered.

[Dot points appear as voice over says]

* If you are not happy about a housing decision that affects you, discuss your concerns with the office who made the decision
* If you are still not happy fill in an appeals application form.
	+ Appeals must be in writing,
	+ and you may nominate someone else to discuss the appeal for you.
* If you need help filling in the form you can:
	+ Ask the local office
	+ Call the Housing Appeals office, or
	+ Ask an advocate to help you
* The appeal review will ensure the housing policy, procedures and operational guidelines have been correctly applied.
* A letter will always be sent to you explaining the outcome of your appeal.
* If you are still not happy with the outcome, you can talk to other organisations such as the Victorian Ombudsman or the Victorian Equal Opportunity and Human Rights Commission.
* Remember: Decisions that are reviewable by VCAT cannot be appealed.

[White text appears on blue screen saying] Conclusion

[Voice over] Thanks for taking the time to view this video.

[White text appears on blue screen as voice over says]

If you need more information, please review the details and additional links on this page.

You can also contact your local office or the Housing Appeals office.

[Voice over] Take care and goodbye for now.

[finishes with music and the Victorian State Government Families, Fairness and Housing logo and the Homes Victoria logo]

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