

### **What is the NSW Housing Appeals Committee?**

The NSW Housing Appeals Committee (HAC) is an independent agency that reviews decisions made by housing providers in NSW. They are:

- FACS Housing NSW (public housing)
- Community housing providers
- Aboriginal Community housing providers
- Affordable housing (only specific matters)

### **What can I appeal about?**

If you are living in, or applying for Aboriginal housing and you're not happy with a decision made by your housing provider you can request an appeal. For more information and a full list of what you can appeal about, visit our website. [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

### **How do I appeal?**

**To appeal:** You only need to sign this form and add your contact details to appeal a decision. You can state why you are unhappy with the housing provider decision and add any extra information that might help your appeal. You don't need to give us information that is on your housing provider file. Committee members are given a copy to read. Appeals to the HAC are free.

### **How does the HAC work?**

Once your appeal is received the HAC will set a date for a hearing. Committee members are appointed by the government and are independent. Committee members do not work for any housing providers and have expertise in housing, social welfare, health, mental health and legal issues.

An Aboriginal member will sit on hearings involving identified Aboriginal & Torres Strait Islander clients.

You can bring family, friends or advocates to assist you at the hearing if you wish. For people who have hearing difficulties there is a hearing loop in the interview room.

### **Is HAC the same as a court?**

No, it is not a legal process and there are no police or judges. HAC is very informal and encourages clients/tenants to speak up for themselves. You can bring a support person with you to help at the hearing if you prefer. You just tell the HAC in your own words what the problem is. You can attend in person or have a telephone hearing. You do not need legal representation.

### **Where is the HAC located?**

The HAC office is in Burwood, Office 5-6 Ground Floor, 1-17 Elise Street, Burwood Contact 1800 629 794.