

Who Are We?

Junction Australia

Junction Australia is a trusted and leading provider of quality community support and housing services. We have been strengthening lives and communities in South Australia for more than 35 years.

Our aim is to deliver high quality, responsive services reflecting our core values:

- **RESPECT:** Every person deserves to be treated with respect
- **TRUST:** Safety and trust are the foundations of healthy families and relationships
- **INCLUSION:** Inclusive communities value and embrace diversity
- **INTEGRITY:** Acting in a way that is honest, just and open to others.

Junction & Women's Housing

Junction Australia's registered community housing provider 'Junction and Women's Housing Ltd' (JWH) has a proven record of successful service delivery.

We offer housing to people who:

- have experienced domestic violence
- are on low or very low incomes
- have a disability
- are homeless or at risk of homelessness
- are struggling to find and keep suitable housing.

Not satisfied?

If you are not satisfied with the outcome of your appeal you can lodge an external appeal with the South Australian Civil and Administrative Tribunal (SACAT).

Information is available at www.sacat.sa.gov.au/reviews-of-government-decisions/reviews-for-tenants or you can call 1800 723 767 free.

Please note that SACAT cannot provide legal advice. This includes advice on whether it is a good idea to bring an issue to SACAT or the chances of success of a particular approach. As such, you may want to speak to the Tenancy Information & Advocacy Service (TIAS) or another support agency to assist you.

Further information is also available in our Appeals Practice which can be made available upon request.

Contact Us

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September 2017

Housing Appeals Information



Strengthening lives
and communities

Appeals

Junction Australia aims to provide you with excellent customer service and to make decisions in a fair and transparent manner. If you are unhappy with a decision we have made, you have the right to appeal that decision.

It is your right to appeal a decision made by Junction Australia. You will not be disadvantaged or penalised if you choose to appeal. We will respond to your appeal according to our practice.

What is an appeal?

An appeal is a request to have a decision made by Junction Australia reviewed. An appeal involves a review to see if an outcome can or should be changed, in full or in part. The appeal will address the merits of the issue and examine what the outcome should be.

An appeal is different to a complaint or compliment which provides feedback on our services to you. A complaint is an expression of dissatisfaction with the quality of service we have provided you. A complaint does not result in a review of a decision that can be appealed through this formal Appeals process. To lodge a complaint, please refer to our Compliments and Complaints brochure or information available on our website.

If you are unhappy with a decision, the easiest way to let us know is to speak to one of our staff members. If you would like a hard copy of our Appeals Form to be mailed to you, please let us know.

Assistance lodging an appeal

The South Australian Tenant Information and Advisory Service (TIAS) is available to assist you with information on your rights and responsibilities as a tenant. For more information, please call 1800 060 462.

What can be appealed?

Decisions that can be appealed include:

- Decisions relating to your eligibility for housing
- Decisions about allocation of a property or reallocation of a property to you including in relation to transfer or potential transfer to another property
- An assessment of financial or other circumstances (including eligibility for a benefit or concession)
- The calculation or imposition of any rent, levy, charge or subsidy (except those arising under the tenancy agreement)
- A decision that relates to the state, condition, modification or improvement of premises
- A decision that affects your occupation or use of premises.

Decisions that are not appealable include:

- Matters that may be the subject of proceedings under, or are otherwise regulated by, the Residential Tenancies Act 1995 (whether or not proceedings have been brought under that Act). This includes matters that are contained in your lease such as payment of rent. If you disagree

with a decision that falls in this category you may be able to make an appeal through the South Australian Civil and Administrative Tribunal (SACAT).

- Decisions that are not directly related to the applicant / tenant / stakeholder
- The content of our policies and practices
- Matters not relating to the provision of housing.

Handling your appeal

We will always aim to review your appeal quickly and will acknowledge we have received your appeal within five working days. We aim to determine the outcome of appeals within twenty working days.

When we receive your appeal we will appoint a staff member to consider the appeal. The appeal will not involve the staff member who made the original decision though they may be asked to provide information.

The purpose of the appeal is to look at the circumstances and to consider what decision should be made within the relevant policy and legislative arrangements. The assessment of the appeal will consider all information available at the time of the appeal and may include interviewing you as part of the process.

Once the appeal assessment is completed you will be formally advised of the outcome in writing explaining the reason(s) for the decision.