



MANAGING YOUR APPEAL

We will acknowledge your appeal within 5 working days.

We will aim to determine the outcome of your appeal within 20 working days.

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

If you are unhappy with the outcome of the appeal, you can lodge a further appeal with SACAT within 30 days of receiving notification of the decision.

Visit sacat.sa.gov.au or call 1800 723 767 during office hours.



Level 1, 838 Marion Road
Marion SA 5043

(08) 8275 8700
housing@junctionaustralia.org.au

Monday - Friday
8.30am - 4.30pm

PO Box 493
Park Holme SA 5043



junctionaustralia.org.au



Junction
FREEDOM TO THRIVE

HOUSING APPEALS

Your Right to a Review





WHAT IS AN APPEAL?

As a Junction tenant, it is your right to ask for a decision to be reviewed. You will not be penalised or disadvantaged for raising an appeal.

A review means that we will look into whether the outcome of a decision made by us can or should be changed, in full or in part.

How does an appeal differ from a complaint?

When you lodge a complaint, you are expressing dissatisfaction with the quality of services provided to you.

Raising a complaint may not result in a decision being reviewed, as reviews need to be made through a formal Appeals process.

See our *We're Listening* brochure for more information.



HOW DOES AN APPEAL WORK?

The first step is to complete an Appeals Form which can be submitted by email or post.

You can get this by speaking to your Tenancy Officer or contacting our office on (08) 8275 8700 or housing@junctionaustralia.org.au

If you would like to know more about your rights and responsibilities as a tenant, please contact RentRightSA on 1800 060 462 or www.rentrightsa.net.au



RESPONDING TO YOUR APPEAL

Decisions related to the following matters can be appealed:

- Housing eligibility
- Property allocation
- Transfer or potential transfer to another property
- Calculation or imposition of rent, levy, charge or subsidy outside of your tenancy agreement
- Condition, modification or improvement of your property
- Anything that affects your occupation or use of the premises.