

Appeals Factsheet and First Tier Review Form

All tenants and applicants have a right to appeal decisions made by My Foundations Youth Housing (MFYH) or lodge a complaint about our products or service. An appellant or complainant will not in any way be disadvantaged or discriminated against for doing so. MFYH welcomes feedback, appeals and complaints as this helps us to improve our services to applicants and tenants.

Your rights

- An applicant or a tenant may disagree with a decision made by MFYH.
- You can seek assistance to lodge an appeal (from your support service or another third party who can act on your behalf).
- You can request assistance from an interpreter (we can help you with this).
- You can expect the handling of your appeal to be conducted in a professional and fair manner (this includes ensuring that the original staff member who made the decision will not be involved in the review).

Ways to lodge a complaint

An appeal may be lodged **within 3 months of the initial decision** by the appellant (or by a third-party representative to act on your behalf), by telephone, email or letter. We have attached a form to the back of this factsheet to guide you, and you can complete and post this to:

- **Lodging an Appeal**
My Foundations Youth Housing
PO Box 114
STANHOPE GARDENS NSW 2768

Or by emailing youthhousing@mfyh.org.au or contacting our office on **02 8306 7905** to further discuss.

What is an appealable decision and how will it be handled?

Decisions that may be appealed include:

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| <ul style="list-style-type: none"> • Eligibility for housing assistance • Housing allocations or offers (the timeframe for this type of appeal is within 14 days of the original decision) • Transfer applications • Additional Occupant applications • Rental subsidy outcomes | <ul style="list-style-type: none"> • Absence from dwellings • Tenant charges (not ordered by NCAT) like water charges • Fixed term lease decisions and renewals • Request to alter or modify a property |
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Your appeal will be acknowledged within **7 business days** of receipt and registered with MFYH. The decision will first be reviewed by the CEO, or their delegate, against the relevant MFYH policy. They will consider the merits of your case, reviewing information on file as well as any new information provided by you (that may not have been available to the original decision maker). This is called a 'first tier review'. Final outcome of review of decisions and reasons will be provided in writing **within 21 business days** from date of receipt.

Dissatisfied with the outcome of the review?

If you are not satisfied with the decision of MFYH after completion of this first tier review, you have the option of appealing to the independent Housing Appeals Committee (HAC). This is called a second tier appeal.

An appeal to HAC may be made by contacting HAC directly by free call on **1800 629 794**, by emailing hac@facns.gov.au or by visiting www.hac.nsw.gov.au.

MFYH Appeal Form

Date:

Your details (tenant or applicant lodging the appeal):	Full Name:	
	Contact Address:	
	Contact Phone Number:	
	Email:	
	Do you require an interpreter: Yes / No	If yes, please advise the language required:
	Please circle which one applies to you: Tenant / Applicant	Are you attaching additional information to support your review: Yes / No
What decision are you appealing:	<input type="checkbox"/> Eligibility for housing <input type="checkbox"/> Offer or allocation of housing <input type="checkbox"/> Transfer decision <input type="checkbox"/> Additional occupant <input type="checkbox"/> Rent subsidy <input type="checkbox"/> Water charge <input type="checkbox"/> Modifying/Altering property <input type="checkbox"/> Other (please specify): _____ _____ _____ Please note: Decisions that are not appealable include: the content of MFYH policies, decisions which are the responsibility of the NSW Civil & Administrative Tribunal (such as breaches of the Residential Tenancies Act) or complaints about the way service is delivered (you can request our Complaints Factsheet and Form for this).	
Outline briefly why you would like to appeal:		
What would you like to see as the resolution?		

We suggest you keep a copy of this appeal for your records as well as copies of any evidence you are providing. We will advise you in writing of the outcome of your appeal within 21 business days.

Our Complaints and Appeal Policy is available on our website <https://mfyh.org.au/tenants/> or you can request a copy by contacting our office on **02 8306 7905**. By signing below, you are also agreeing that we may need to access and use your personal information to review the decision raised and that the information provided in this form, is to the best of your knowledge, true and correct:

Name (please print):	
Signature:	Date: