

APPEALS POLICY

Effective Date: 3 April 2020

PURPOSE

This document outlines the approach of Salvation Army Housing, Salvation Army Housing (Victoria) and Salvos Housing (together “SAH”) to handling appeals in relation to a decision made in connection with the provision of housing services.

SCOPE

This policy applies to Board Directors, the CEO, managers, employees and volunteers.

Associated procedures are separately documented in the Tenant and Housing Services Procedure Manuals applicable to each State.

POLICY

SAH acknowledge that all tenants have the right to appeal a decision of SAH in relation to their housing.

SAH is committed to ensuring that these appeals are managed through transparent, timely and accountable processes that maintain the dignity and confidentiality of all parties.

As such, SAH identifies the key importance of:

1. having an appeal process in place which is documented in the Appeals Procedure; and
2. having information on appealing a decision, readily available to tenants and others in connection with a tenancy.

GUIDING PRINCIPLES

The policy and associated procedures are designed to ensure the following:

1. **Accessibility.** SAH will:
 - provide clear information about how a person can lodge an appeal; and
 - ensure the process is accessible to all regardless of any disability, language, literacy skills, culture or any other factor.
2. **Support.** SAH will:
 - ensure that a person lodging an appeal has a right to support and advocacy assistance from a relevant agency throughout the appeals process.
3. **Natural justice** is afforded to all those involved. This includes:
 - an accessible, fair, transparent and consistent process
 - respecting privacy and confidentiality
 - not taking adverse action in relation to a person simply because the person appealed a decision
 - keeping records of appeals lodged

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APPLICABLE PROCEDURES

Appeal Procedures

RELATED DOCUMENTS

Appeals Register
Appeals Brochure
Tenant Information Booklet

DOCUMENT OWNER & AMENDMENT HISTORY

Version	DESCRIPTION OF CHANGES MADE	EFFECTIVE DATE
v1 [draft]	Draft document approved by Board	24/09/2015
v2 [A]	Addition of WA and TAS, NRSCH notification system as well as the TSA Feedback System	15/12/2016
V3	Policy remains essentially the same with clearer delineation 'making a complaint' and 'appealing a decision'. Procedures now a separate document and greater detail included.	25/09/2019
V4	Separated policy relating to complaint and appeals and released as a national policy to account for department redesign.	3/04/2020

Document Owner: Quality, Compliance & Policy Specialist

Approved by CEO: 3 April 2020

Next Review: Annual