

Making a complaint or appeal

21 January 2026

Birribee Housing respects the right of all tenants and clients to make a complaint or to appeal against a decision we have made. We take complaints and appeals seriously. They contribute valuable information about our services and help us improve their quality. We aim to treat all our tenants and clients fairly and with respect. A copy of our Complaints and Appeals Policy is available on our website.

Complaints

Complaints can be made when you are not satisfied with the quality of and standard of service you have received from Birribee Housing. This includes the service received from a staff member or contractor working from Birribee Housing. Anonymous complaints can be made where enough information is provided for Birribee Housing to respond.

Appeals

Appeals can be made when you disagree with a decision made by Birribee Housing about housing or homelessness services. Appeals are reviewed internally by Birribee Housing. If you are not satisfied with the outcome, you may request an internal review by the Chief Executive Officer before seeking an external review.

If you disagree, for housing related matters, you can then appeal to the independent Housing Appeals Committee (HAC). (www.hac.nsw.gov.au or phone 1800 629 794). Depending on the nature of the matter, other external review bodies may also be available. Birribee Housing can also provide information about external advocacy and support services if requested.

What decisions can I appeal?

For social housing applicants, Birribee tenants and homelessness support clients, appealable decisions include:

- Housing entitlements e.g. number of bedrooms or property type allocated
- Locational need
- Offers of properties and the suitability of each offer
- Eligibility for transfer
- Changes to tenancy, including succession of a tenancy
- Need for modifications for disability/medical reasons
- Approval for alteration to your property
- Former tenant charges
- Calculation of water charges
- Calculation, change or cancellation of a rent subsidy
- Permission to be absent from a property and rent calculation during absence
- Eligibility for homelessness or specialist support services
- Decisions about the continuation or cessation of homelessness support

Further information on appeals can be found on the Housing Appeals Committee website
www.hac.nsw.gov.au or phone 1800 629 794

How can I make a complaint or appeal?

- By speaking with your tenancy officer or caseworker
- Over the phone, by calling Birribee Housing on 1800 247 742
- By emailing us at feedback@birribee.org.au
- By following the complaints and feedback link on our website.
- By requesting an interview and speaking to us in person. You can bring a friend or advocate for support.

What happens next?

- You will receive a letter, email or text acknowledging receipt of your complaint or appeal within 5 working days
- An officer will be assigned to manage your complaint or appeal. Appeals will be reviewed by someone who was not involved in the original decision. If a matter is escalated, it will be reviewed by the Chief Executive Officer.
- The person assigned will review your complaint or appeal within 28 days. You will be notified of the decision in writing.

All complaints and appeals are formally recorded and managed by Birribee Housing, with escalation to the Chief Executive Officer where required.

What if I disagree with the outcome of my complaint or appeal?

If you are unhappy with the outcome of your complaint or appeal, you can request an internal review by the Chief Executive Officer of Birribee Housing. You will be advised of the CEO's decision within 28 days of Birribee Housing receiving the request to review the decision.

If you still disagree with the outcome of an appeal, for housing related matters you have the right to appeal to the independent Housing Appeals Committee on 1800 629 794 or www.hac.nsw.gov.au

Want more information?



Call 1800 247 742 to speak to one of our officers



Send an email to office@birribee.org.au and we'll get back to you



Visit our website
<https://birribee.org.au/>

