

Salvation Army Housing (Victoria)

Additional social and community services:

Support services

Homelessness Advocacy Services (HAS)

1800 066 256 (free call)

2 Stanley Street, Collingwood VIC 3066

Tenancy matters

Tenants Union of Victoria

03 9416 2577

55 Johnson Street, Fitzroy VIC 3065

Consumer Affairs

1300 558 181

After hours emergency numbers

The Salvation Army Crisis Contact Centre

1800 627 727 (24/7)

Women's Domestic Violence Crisis Service

1800 015 188 (24/7)

Melbourne Youth Support Service

03 9614 3688

9am - 8pm Monday to Friday,

10am - 6pm Saturday and Sunday



salvationarmy.org.au

#salvos



Salvation Army Housing

Victoria

SAHV Headquarters

sahvic.info@salvationarmy.org.au

■ Blackburn Office

95-99 Railway Road, Blackburn VIC 3130

West Region

sahvwest@salvationarmy.org.au

■ Geelong Office | 03 5247 8500

180 Francis Street, Belmont VIC 3216

■ Warrnambool Office | 03 5561 6792

70 Henna Street, Warrnambool VIC 3280

■ Portland Office | 03 5523 3749

33 Henty Street, Portland VIC 3305

Central Region

sahvcentral@salvationarmy.org.au

■ Sunshine Office / Shepparton Office

03 9312 5478

34 Devonshire Road, Sunshine VIC 3020

South East Region

sahvsoutheast@salvationarmy.org.au

■ Blackburn Office | 03 8878 4654

95-99 Railway Road, Blackburn VIC 3130

■ Leongatha Office | 03 5662 6400

2 Long Street, Leongatha VIC 3953

Appeals

At Salvation Army Housing (Victoria) (SAHV), we believe you have the right to make a complaint about our service or appeal a decision you do not agree with. All complaints and appeals will be taken seriously.

Problems can often be resolved immediately by speaking with the staff member involved or a manager. If this doesn't happen, you can make a formal complaint.

If you are not happy with the resolution of the complaint or a decision made, you can make a written appeal to the state manager who will investigate and advise you of the outcome.

How do I appeal a decision?

- By, talking with the staff member or a manager
- By, visiting www.salvationarmy.org.au/contact-us/complaints/
- By, writing to the state manager at:
Salvation Army Housing (Victoria)
PO Box 479
Blackburn, VIC 3130

What we do:

- Keep matters confidential
- Document your complaint
- Attempt to resolve the matter quickly and fairly
- Keep you informed of progress
- Advise you of the outcome—generally within 14 days

You have the right to seek support and information from other organisations at any time. A number of services are listed on the back of this brochure.



Use of an interpreting service is available if necessary.

Unresolved complaints

If your complaint is not resolved within 30 days, you may refer the complaint to the Registrar of Housing Agencies for investigation.

The Housing Registrar

Level 5, 1 Treasury Place, Melbourne VIC 3002
housingregistrarcomplaints@dtf.vic.gov.au
03 9651 1402

