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## Overview

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**Purpose** This policy outlines the approach of Salvation Army Housing (SAH) to appeal with respect to housing service provision and related services.

The purpose of this policy is to:

- allow tenants and applicants the right to appeal;
- make it easy for tenants and applicants to exercise that right;
- help SAH review what is and isn’t working well in the organisation.

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**Who does this apply to?** This policy applies to All Salvation Army Housing Employees (SAH & SAHV)

This policy applies to appeals made by tenants, applicants and other stakeholders in relation to housing service provision of all housing programs, owned or managed by SAH. It does not include:

- matters which are the responsibility of state-based administrative tribunals;
- matters unrelated to the services SAH provides;
- disputes or grievances from employees or management (these are covered under human resource management policies).

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**Effective date** 17/11/2022

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## Policy Statement

### SAH is Committed to

1. Having an appeal process that is accessible to all regardless of any disability, language, literacy skills, culture, or any other factor.
2. Managing appeals in a consistent, transparent, and effective manner.
3. Respecting privacy and confidentiality. Personal information will not be given to another person unless there is a lawful reason to do so such as where it is necessary for the safety of any person or to prevent harm and/or with consent.
4. Ensuring appeals policy and procedure comply with legislation, regulation, and contract obligations.

### Appellant's Rights

1. SAH supports the appellant's right to:
  - a timely response from SAH
  - receive support through the process
  - withdraw the appeal at any point in the process
  - access and receive support from an advocate of their choice
  - access external bodies/tribunals at any point throughout the process
  - not be victimised by any person as a result of lodging an appeal
  - access or continue to receive support and service from SAH at a level that is not diminished or compromised as a result of making an appeal
  - an internal review of the original decision made by SAH where the appellant is dissatisfied with the outcome
  - make an appeal via a third party, such as a government department in parallel and / or if not satisfied with the outcome of the appeal
2. SAH will take all reasonable steps to resolve the matter within 30 days after receiving the appeal.

### Discretion

State Managers have the discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

### Tenants' Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office.

## Roles and Responsibilities

The roles associated with execution of this policy are indicated in the table below.

Roles	Responsibilities
Personnel	Must: <ul style="list-style-type: none"> <li>▪ Promote feedback processes to all clients</li> <li>▪ Support clients who would like to make an appeal</li> <li>▪ Understand their roles and responsibilities with respect to client appeals</li> <li>▪ Take appropriate action when they receive feedback</li> <li>▪ Consult with their line manager if they are unsure what, if any action, to take</li> </ul>
Senior SAH Representatives	Must ensure that, for all operations under their span of control: <ul style="list-style-type: none"> <li>▪ SAH personnel understand their obligations under this policy and comply with the policy</li> <li>▪ Feedback metrics and reports are submitted to TSA as required</li> </ul>

## Related Documents and References

### Related Policy Documents

Eligibility Policy  
Sustainable Tenancy Policy  
SAH Code of Conduct Policy  
TSA Code of Conduct Policy

### Related Procedure Documents

Appeals Management Procedure

### Related Supporting Documents

### Related Legislation

National Regulatory Code  
Privacy Act  
State Residential Tenancies Act and Regulation  
Work Health and Safety Act

### Other Relevant Documents /Resources

## Definitions

Definitions are located in the [Glossary of Terms and Definitions \(Salvos Dictionary\)](#).

Term	Definition
Appeal	When a tenant or applicant asks for a decision made by SAH to be reviewed
Appellant	The person appealing, or who the appeal is being made on behalf of
Applicant	A person who has applied for housing via the Housing Register or, where permitted by the Eligibility Policy

## Document Control Information

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	17/11/2022	Appeals Policy SACHS: Inaugural
	02/08/2024	Updated to new Policy Template Combined the following policies into a National Appeals Policy (SAH/SAHV): <ul style="list-style-type: none"><li>• Appeals Policy (SAH &amp; SACHS)</li></ul>