

Fact Sheet Housing for People with Disability (HPWD)

Compliments, Complaints and Appeals

If you would like support to understand this fact sheet, please let us know.

We can work with you to communicate using a method that best suits you, including interpreter services, sign language, visual aids, or assistive technology.

At Hume Community Housing we welcome your feedback about our services and the way we deliver them.

Your feedback helps us improve the level of service we provide to you.

Below are definitions of what compliments, complaints, and appeals might look like and how you can share your views and experiences with us.

We thank you in advance for your input.

Compliments are always welcome.

A compliment helps us know what we are doing well and what services our customers value.

A complaint is an expression of dissatisfaction with our service which requires a resolution or response.

You can make a complaint when:

- We have not considered certain factors in making or carrying out a decision.
- The actions of a Hume employee doesn't meet your expectations or adhere to Hume's obligations under policy or legislation
- There are delays in responding to an enquiry or administrative process.
- We have failed to provide a service properly, or at all.
- We have failed to fulfil our statutory responsibilities.
- You believe we have responded in a biased or discriminatory manner.
- We have not provided the service to the standard which the customer believes is reasonable.
- We are doing something which you did not want us to do.
- We are carrying out our duties in an unsatisfactory way.

Who can submit a complaint?

- Customer
- Family member or friend
- Service Provider
- Community member
- Hume employee
- Legal representative
- Local Member of Parliament
- Minister
- Registrar of Community Housing
- NSW Ombudsman
- NDIS Quality and Safeguards Commission

An appeal is a request for a review of a decision made by Hume.

Customers can appeal the following types of decisions:

- Modification requests
- Alteration requests
- Calculation of a rental subsidy

Who can submit an appeal?

Appeals can be made by all the same people that can submit a complaint.

Timeframes for resolving a complaint or appeal.

You should expect your Complaint or Appeals to be acknowledged by us within two (2) working days of receipt.

We aim to resolve your complaint or appeal in 15 working days. Sometime this may take longer depending on the problem.

You will be provided with a reference number for your complaint or appeal, so that you are able to follow it up later.

For more information on complaints and appeals and your rights as a customer, please read your Accommodation Agreement and our Compliments, Complaints and Appeals Policy.

You can make a complaint or appeal a decision.

- In person at one of our offices
- In writing
- By phone – 1800 004 300
- By email
at feedback@humehousing.com.au
- Through our online chat function
- By WhatsApp on (02) 9722 4300

Hume office locations:

Fairfield: 7 Hamilton Road, Fairfield NSW 2165

Maitland: 464 High Street, Maitland NSW 2320

Raymond Terrace: 46 William Street, Raymond Terrace NSW 2324

If you need help to let us know about your complaint or appeal, you can contact the Translating and Interpreting Service (TIS) on 131 450 and ask them to call Hume on 1800 004 300 and a member of our team will register your feedback and provide you with a reference number.

External review option you can make a complaint to.

The NDIS Quality and Safeguards Commission is an independent agency that was established to improve the quality and safety of NDIS supports and services.

A complaint can be made to the NDIS Commission by:

- Phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing an online NDIS Quality and Safeguard Commission complaint contact form

To find out more about making a complaint to the NDIS Commission visit their website <https://www.ndiscommission.gov.au/about/complaints>