

Appeals Fact Sheet

As an AnglicareSA Housing tenant, you have the right to appeal any decision made by AnglicareSA Housing that affects your tenancy.

An appeal is a formal review process where you request AnglicareSA Housing to review the decision.

AnglicareSA Housing will listen to your concerns

If you disagree with a decision we have made, please talk to us. We are committed to resolving any issue within our policies and procedures.

Please speak with your Tenancy Officer or contact your local AnglicareSA Housing office if you have any concerns.

How to lodge an Appeal

You have 30 days from the date of the original decision to lodge an application in writing for an appeal.

Your application must include:

- name and contact details of the person lodging the appeal
- name and contact details of the respondent (where available)
- a clear statement giving the reasons why you think the decision is wrong

After you lodge an appeal we need time to review your appeal

We will acknowledge in writing that your appeal has been received.

Within 14 days from receiving the appeal, we will contact you and select three members to form an Appeals Panel;

Members with a conflict of interest in the case are ineligible.

The Appeals Panel sets a time and place for the Hearing of the appeal, which must be within 56 days of the appeal lodgement.

The Appeals Panel will provide a written report within 5 days of the Hearing to you.

External Appeal

If you still disagree with the decision of the Appeals Panel, you are entitled to lodge an application for a hearing with South Australian Civil & Administrative Tribunal (SACAT) for a determination. This must be within 30 days of receiving the decision from AnglicareSA Housing of the appeal outcome. SACAT is an independent Tribunal that reviews decisions made by landlords and community housing providers. Visit www.sacat.sa.gov.au or call 1800 723 767 for further information.

For more information please call our friendly customer service team on 1800 688 000 or visit

Holden Hill – Level 1, 560 North East Road

Elizabeth Grove – 60 Fairfield Road

Kilkenny – 3/10-14 Regency Road

Mount Gambier – ac.care 70-72 White Avenue

Berri – ac.care 5 Kealley Street