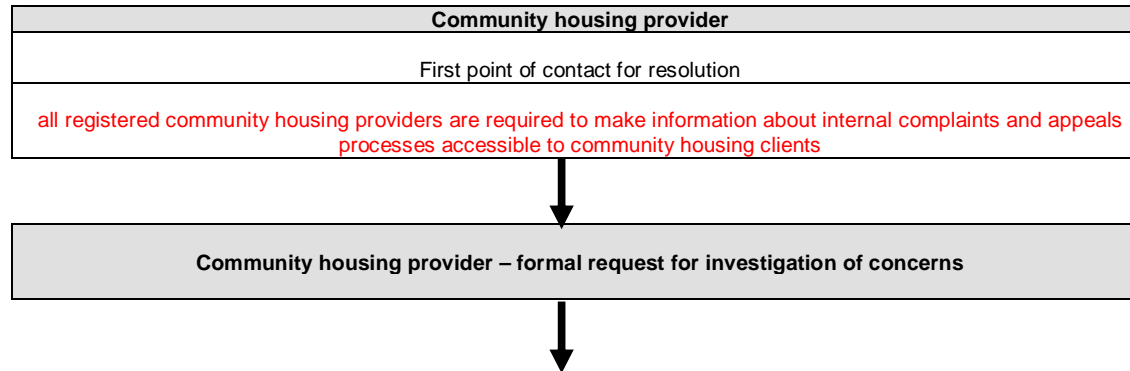


Escalation Pathways - individual community housing related complaints, issues or appeals



Housing Appeals Committee	Consumer, Trader and Tenancy Tribunal	Australian Investment and Securities Commission (ASIC)	NSW Registry of Co-operatives and Associations	Tenants Advice and Advocacy Services	NSW Federation of Housing Associations	Community Justice Centres
On application, provides an independent review of social housing provider decisions and makes recommendations to a social housing provider based upon that review.	Resolves disputes between tenants (including community housing tenants) and landlords. Tries to assist parties to solve the problem themselves. Can make enforceable orders that are legally binding and must be obeyed.	Deals with organisations that are registered as companies and can investigate complaints about governance, misconduct or illegal activity such as: how company directors and officers manage their companies, misleading or deceptive conduct to do with borrowing money, and a takeover or company restructure.	If the community housing provider is registered with the Registry as an incorporated association or a co-operative, the Registry may be able to investigate the complaint/issue if it relates to the legislative requirements regulated by the Registry. Complaints can be made to the Registry around concerns such as governance, misconduct or illegal activity of a registered organisation.	Provides free, independent information, advice and advocacy to tenants (including community housing tenants) throughout New South Wales. Assists tenants in navigating the resolution pathways in relation to tenancy issues and complaints.	The Peak industry body for Housing Associations in NSW. Investigates complaints if the Housing Association is a signatory to the Housing Providers Code of Practice.	Provides free mediation and conflict management services for people in dispute. Assists people to reach agreement through mediation. This service is available to people in dispute relating to community housing issues or complaints.
Free call: 1800 629 794 For further information and other contact details see www.hac.nsw.gov.au	Information and enquiries - 1300 135 399 (cost of a local call) For further information and other contact details see www.cttt.nsw.gov.au	Search the ASIC register to see if the community housing provider organisation is registered with ASIC - see www.asic.gov.au . If the organisation is not listed then it is likely to fall within the regulatory	Free Call: 1800 502 042 For further information and other contact details see www.fairtrading.nsw.gov.au and follow the links to the Registry	For your local Tenants Advice and Advocacy Service go to www.tenants.org.au and use the 'Find your local service' search engine on the home page.	Phone: 02 9281 7144 For further information and other contact details see www.communityhousing.org.au	Free call: 1800 990 777 For further information and other contact details see www.cjc.nsw.gov.au

Complaints, Issues and Appeals Management Referral Map, June 2011

Housing Appeals Committee	Consumer, Trader and Tenancy Tribunal	Australian Investment and Securities Commission (ASIC)	NSW Registry of Co-operatives and Associations	Tenants Advice and Advocacy Services	NSW Federation of Housing Associations	Community Justice Centres
		responsibility of the Registry of NSW Co-operatives and Associations . ASIC telephone: 1300 300 630 (cost of a local call)				