

Feedback, Compliments and Complaints

Compliments, complaints and other forms of feedback provide valuable information that gives Home at Last an opportunity to improve upon all aspects of our service.

Feedback can be given by our form at oldertenants.org.au/feedback or by calling 1300 765 178 and telling the worker you would like to give feedback on our service.

HAAG will respect and uphold your rights. You can read about your rights and responsibilities at oldertenants.org.au/your-rights

Making a complaint

Step 1: Try to resolve the issue with the person/s involved, if possible.

Step 2: Call 1300 765 178 and ask to speak to a Manager. Alternatively, you may also submit a feedback form online at: oldertenants.org.au/feedback or pick up a form from the office. Your complaint will be investigated and we will contact you within 7 days.

Step 3: If you are still unsatisfied with the response there are further steps you can take depending on the nature of your complaint. See over.

External Advocacy

You have the right to approach an organisation or individual for advocacy. Homelessness Advocacy Service (HAS) will inform you of your rights, how to make a complaint and they can advocate on your behalf.

Contact HAS on 1800 066 256 or www.chp.org.au/services/has

Contacting the Minister for Housing

Feedback on our Home at Last service, good or bad, can be given to the Minister's office. You may also contact the minister to provide feedback on the housing system and policies relating to housing.

Minister for Housing, Disability and Ageing, The Hon. Martin Foley

Phone: 03 9096 7500

Office: Level 22, 50 Lonsdale Street, Melbourne, Victoria, 3000

E: martin.foley@parliament.vic.gov.au

Contacting the Department of Health and Human Services

As a DHHS funded service, you may also provide feedback on our Home at Last service to DHHS directly. You can also contact DHHS to provide feedback on the public housing application and allocation process.

DHHS, Complaints and Privacy unit

Phone: 1300 884 706

Address: GPO Box 4057, Melbourne, Victoria 3000

E: complaints.reception@dhhs.vic.gov.au