



104 Greenhill Rd, Unley
South Australia 5061

t: (08) 8373 8318

f: (08) 8373 8373

e: property@inhousing.org.au

w: www.inhousing.org.au

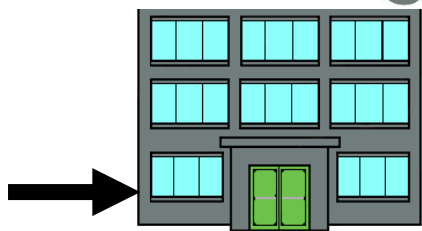


Tell us what you think.

We call this feedback.

inhousing.

This book helps you talk to inhousing about



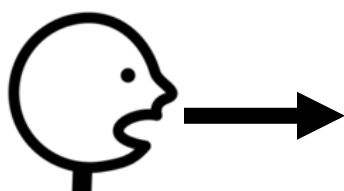
- what is good
- what needs to change
- what is OK.



You also do things with other services.

Like the staff who

- help you at work.
- help you in your home.



Talk to inhousing about housing

Talk with your other services about

- work
- help you get in your home.



You can tell inhousing how well we do things.

Like

- how we talk to you
- your rent
- when your home needs to be fixed.



It is your right.

It helps us get better at what we do.



Who can tell us about your home?



- you



- your family



- staff who work with you
- other people who know you.



You want to tell us some thing



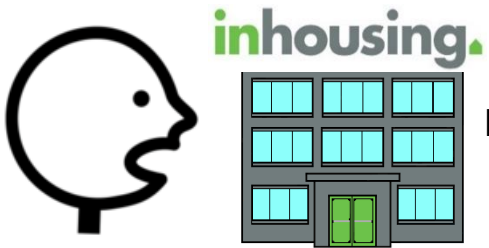
1. You do **not** like some thing. It is a problem.

This is called a **complaint**.



2. You like some thing we did.

This is called a **compliment**.



How to tell inhousing.

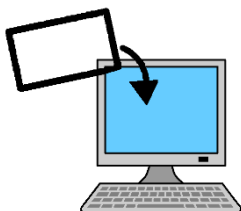


1. Call 8373 8318.



We write down what you say.

or



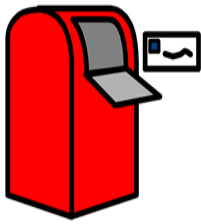
2. Write us an email.

Email property@inhousing.org.au

or



3. Write a letter to us

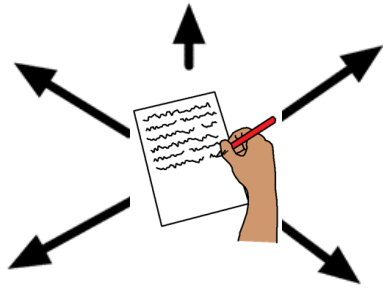


Post to

inhousing

104 Greenhill Rd,

Unley, South Australia, 5061.



Where does your information go?

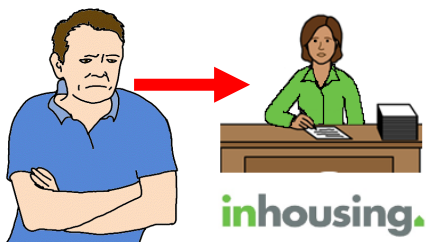


inhousing gives your information to the staff
you told us about.

Like the staff who helped find your home.



They read what you said.

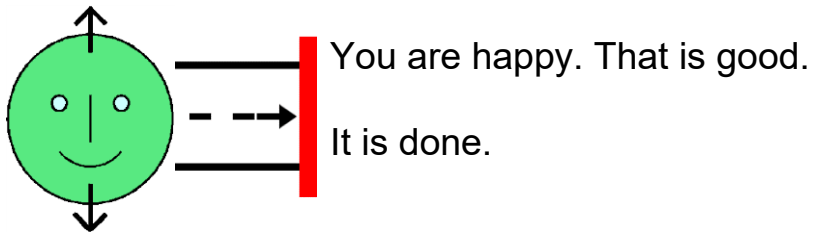


It is a problem.

It goes to their boss.

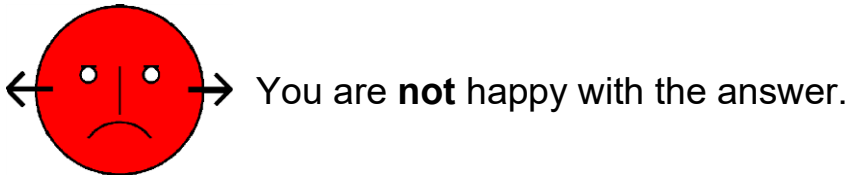


The boss will try to fix the problem.



You are happy. That is good.

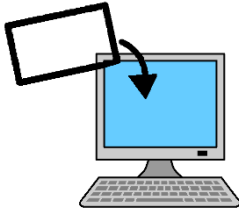
It is done.



You can go to the inhousing big boss.

He is called the **Chief Executive Officer**.

We will write **big boss** to talk about him.



You **must** email the big boss.

Email property@inhousing.org.au



The big boss will read what you said.

And



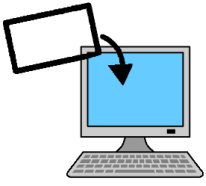
Read what the inhousing boss did.



The big boss will tell you what he thinks.

He may change some thing.

He may keep it the same.



The big boss will

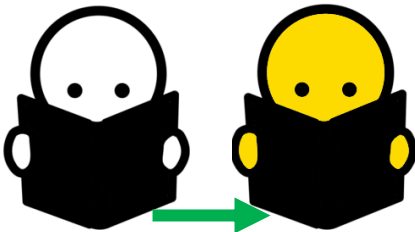
- email you

or

- write to you.

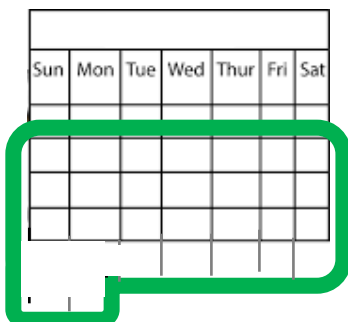


You are **not** happy with what he says.

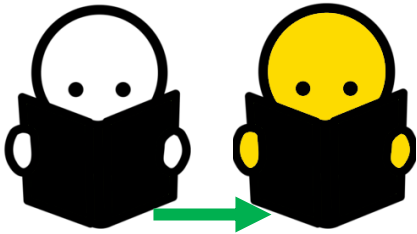


You can ask someone else to look at it.

It is called an **appeal**.



You have 30 days to do this step.



You want to do an appeal



You made a complaint. inhousing tried to fix it.
You are still **not** happy. You can ask a
person **not** at inhousing. They will look at it again.



You need to go to the **South Australian Civil and Administrative Tribunal**.

It is also called **SACAT**.



SACAT is like a court.



It is a good idea to try to fix the problem now.

It means you do **not** go to court.



It is called Community Mediation Services.



You meet the

- inhousing staff

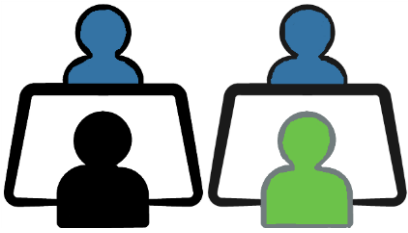
with

- a person from Community Mediation Services.



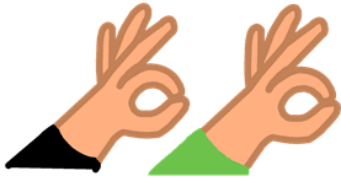
You can take a person to help you speak up at the meeting. More information in

Part 3. You need help to speak up.



Community Mediation Services talk to

- you
- and
- inhousing.



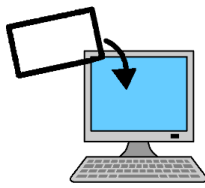
They try to find an answer that

- you are OK with
- inhousing are OK with.



This is free.

How to contact SACAT?



Call

1800 723 767

Email

sacat@sacat.sa.gov.au

or



Go to the website

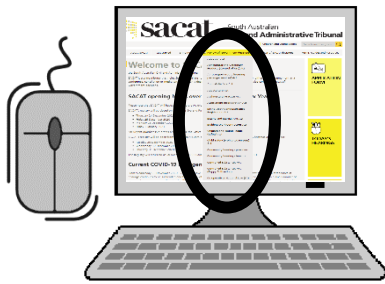
www.sacat.sa.gov.au

Do these steps.



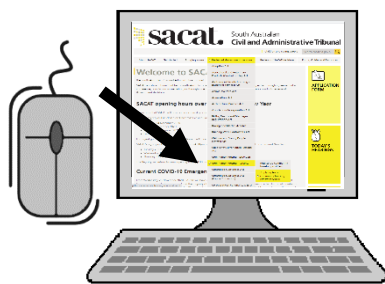
Look for the button

Review of government decisions



Move your mouse over this button.

A long menu will come down.

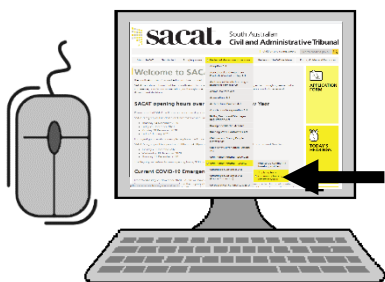


Move your mouse down this list.

Look for the words

Community Housing – tenants

Click your mouse on this.



There are 2 choices.

Pick the last choice. It is

**Applying for a community housing review
at SACAT**