

Our Ref: GIPA25 [redacted]
12 June 2025

[redacted]

**Notice of decision under the
Government Information (Public Access) Act 2009**

Dear [redacted]

I refer to your access application under the *Government Information (Public Access) Act 2009* (GIPA Act) received by the Department of Communities and Justice (the Department).

You have requested access to the following information:

For the period 1/1/2015 to 23/4/2025:

- 1. a copy of the current Memorandum of Understanding between NSW Police and DCJ Homes NSW (formerly DCJ Housing).*
- 2. a copy of all previous Memorandums of Understanding between NSW Police and DCJ Homes NSW (formerly DCJ Housing) from 1 January 2015.*
- 3. any related policies that allow the sharing of information between NSW Police and Homes NSW.*

Searches

Under section 53 of the GIPA Act, the Department must undertake reasonable searches as may be necessary to find any of the government information applied for that was held by the Department when the application was received, using the most efficient means reasonably available to the Department.

In response to your application, Homes NSW conducted searches for relevant information. I am satisfied that reasonable searches for the information requested in the application have been undertaken in accordance with section 53 of the GIPA Act.

Decision

I am authorised by the principal officer of the Department to decide your access application pursuant to section 9(3) of the GIPA Act. I have today decided:

- to release some of the information you seek in full (section 58(1)(a) of the GIPA Act);
- that information is not held for parts of your application (section 58(1)(b) of the GIPA Act); and
- that some of the information is already available to you as it is publicly available on the Department's website (section 58(1)(c) of the GIPA Act).

OFFICIAL: Sensitive - Personal

Release of MOU

I have decided to release this information in full to you. In making this decision, I have applied the public interest test under sections 12 to 15 of the GIPA Act. I found that there are no overriding public interest considerations against disclosure, therefore on balance I have decided to release the information to you in full.

Previous MOUs between NSW Police and DCJ Homes NSW – no records held

Searches were conducted in the following systems for this part of your application:

- Electronic document and records management system (OneTRIM) using the search terms 'MOU,' 'Memorandum of Understanding,' 'NSW Police Force';
- Local Computer Drives using the search terms 'MOU,' 'Memorandum of Understanding,' 'NSW Police Force.' Searches were also conducted using staff names that may have been involved with the documents; and
- Shared email account of HSSDigital using the search terms 'MOU,' 'Memorandum of Understanding,' 'NSW Police Force.'

Previous MOUs could not be located. Accordingly, I have decided that this information is not held by the Department.

Related policies that allow the sharing of information between NSW Police and Homes NSW

Information is shared in accordance with the *Housing Act 2001* (NSW) and the *Privacy and Personal Information Protection Act 1998* (NSW).

The Department has a range of publicly available policies in relation to the handling of personal information held by the Department. These can be accessed via the below links:

- Privacy Management Plan - <https://dcj.nsw.gov.au/statements/privacy/privacy-management-plan.html>
- Privacy Policy https://dcj.nsw.gov.au/documents/about-us/access-to-information/Privacy_policy_Final.pdf

Other related policies have been released to you together with the MOU.

Out of scope information

Section 74 of the GIPA Act allows the Department to delete information from a copy of a record to which access is to be provided in circumstances where the deleted information is not relevant to the information applied for.

The NSWPF were consulted with before the release of the MOU. Objections were raised to the release of staff signatures, direct email addresses and the specific address of the NSWPF. I have decided to remove this information under s74 of the GIPA Act as you have consented to the removal of personal information of third parties.

Processing charges

Section 64 of the GIPA Act provides that the Department may impose a processing charge for dealing with an access application at a rate of \$30 per hour for each hour of processing time for the application.

The total time taken to process your application was five hours. However, I have decided to waive the processing charges as provided for in section 127 of the GIPA Act.

Review rights

If you disagree with the decision in this notice that is reviewable, you may seek a review under Part 5 of the GIPA Act. You have three review options:

- internal review by another officer of this agency, who is no less senior than me.
- external review by the Information Commissioner, or
- external review by the NSW Civil and Administrative Tribunal (NCAT).

You have 20 working days from the date of this Notice to apply for an internal review. If you would prefer to have the decision reviewed externally, you have 40 working days from the date of this Notice to apply for a review by the Information Commissioner or the NCAT.

Further information about your review rights can be located on the Information and Privacy Commission's website at <https://www.ipc.nsw.gov.au/fact-sheet/your-review-rights-under-gipa-act>. If you have any questions about this notice or would like any further information, please email me at michelle.chauhua@dcj.nsw.gov.au.

Sincerely,

Michelle

Michelle Chau Hua
Senior Solicitor
Open Government, Information and Privacy, Legal
Department of Communities and Justice

Memorandum of Understanding

In relation to the exchange
of information between:

**The Commissioner of Police, for
and on behalf of the NSW Police
Force,**

AND

**The Secretary, Department of Family
and Community Services (formerly
the Dept. of Housing)**

April 2019

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Dated

Parties

Commissioner of Police for and on behalf of the NSW Police Force of 1
Charles Street, Parramatta, NSW 2150 (NSWPF)

The Secretary, NSW Department of Family and Community Services (FACS),
Locked Bag 4001, Ashfield BC NSW 1800

1. Background

- A The NSWPF is established and has responsibilities arising from the *Police Act 1990* (NSW) including the enforcement of criminal laws involving offences committed within the territorial limits of the State of New South Wales.
- B FACS is established and has responsibilities arising from the *Housing Act 2001* (NSW) in respect of public housing within the territorial limits of the State of New South Wales and manages all public housing tenancies on behalf of the NSW Land and Housing Corporation and manages certain Aboriginal housing for the NSW Aboriginal Housing Office.
- C FACS is the successor Department of the NSW Department of Housing.
- D On 1 February 2008, the parties entered into a Memorandum of Understanding (**MoU**) relating to the exchange of information between them.
- E Section 3.11.2 of the Privacy Code of Practice permits the NSWPF to release specified information to FACS in certain circumstances.
- F The *Privacy and Personal Information Protection Act 1998* (NSW) permits FACS to disclose information to the NSWPF where it is reasonably necessary for law enforcement purposes.
- G The parties now wish to replace the MoU dated 1 February 2008.
- H The NSWPF and FACS record in this Memorandum of Understanding (**MoU**) the terms upon which the parties will exchange information and the terms upon which the NSWPF will be granted physical access to properties managed by FACS.

2. Definitions

For the purposes of this MoU, a reference to:

"**Confidential Information**" means all information obtained by a party pursuant to this MoU, and any other information disclosed by one party to another, that:

- (a) is identified as being confidential; or

- (b) would be apparent to a reasonable person that the information was disclosed in confidence.

“FACS Central Coordination Point” means the central contact between FACS and NSW Police Force. The Central Coordination Point is located at Ashfield at HousingStatewideServicesHelpdesk@facs.nsw.gov.au and is responsible for information requested on matters pertaining to an investigation of an alleged criminal offence.

“Housing Contact Centre” means the central FACS Housing Contact Centre that can manage urgent enquiries as per Schedule 1, paragraph 2(a). During business hours they may transfer the request to the Team Leader of the local FACS Housing office-the contact details of which are set out in **Annexure 4**.

“InfoLink” means the unit with the NSWPF, formerly known as the “External Information and Access Unit”, which provides documents to a Court or Tribunal in response to a duly issued *Subpoena to Produce* (documents) or a *Summons to Produce* (documents) and also processes interagency initiated transfers under s45 of the *Government Information (Public Access) Act 2009* (NSW)-the contact details of which unit are set out in **Annexure 3**.

“Local FACS Housing office” means the local office that manages the public housing tenancies within a designated geographic boundary.

“PAC” and **“PD”** means Police Area Command and Police District respectively.

“Privacy Code of Practice” means the Privacy Code of Practice, approved by the Attorney General on 28th June 2000 and Gazetted in Part 2 of the Government Gazette of 30 June 2000 at page 5981, and the pertinent extract from which follows:

3.11.2 Department of Housing - The Police Service departs from Principle 11 to the extent that the disclosure of personal information to the Department of Housing may be permitted in the following circumstances:

(a) where the Department of Housing is investigating a complaint about a particular tenant and the information held by the Police Service is directly relevant to that investigation; or

(b) where the Police Service has obtained information about an offence and there is reasonable cause to believe that the offence committed is in breach of a Department of Housing tenancy agreement.

“this MoU” includes a reference to any Schedules and Annexures to this MoU .

3. Responsibilities of Parties

- 3.1 The parties will exchange information within the categories set out in **Schedule 1** to this MoU, on the terms of this MoU, and in accordance with all laws.
- 3.2 The parties must make all requests for information in writing unless impracticable to do so in the circumstances.
- 3.3 Information is to be requested by FACS from NSWPF pursuant to:
- (a) paragraph 1(a) of Schedule 1 of this MoU (**1(a) Request**), should be made using the FACS form “Requesting Information from the NSW Police Force” (DH1102 08/17) (see **Annexure 1**).

- 3.4 Information is to be requested by NSWPF from FACS pursuant to:
- (a) paragraph 2(a) of Schedule 1 of this MoU (**2(a) Request**), should be made via telephone to the **Housing Contact Centre** with reference to this MoU- the contact details of which are set out in **Annexure 4**.
 - (b) paragraph 2(b) of Schedule 1 of this MoU (**2(b) Request**), should be made in writing (email) to the Team Leader of the local FACS Housing office with reference to this MoU.
 - (c) Paragraph 2(c) of Schedule 1 of this MoU (**2(c) Request**), should be made using an 'iASK NSW Police Force – Request for Information' request to the FACS Central Coordination Point via email HousingStatewideServicesHelpdesk@facs.nsw.gov.au.
- 3.5 Upon receipt of a 1(a) Request, NSWPF will consider whether it should provide the requested information and, if deemed appropriate by NSWPF, will provide that information to FACS in accordance with Part 1(a) of Schedule 1.
- 3.6 The parties acknowledge that, subject always to the provisions of the *Privacy and Personal Information Protection Act 1998* (NSW), the information provided to FACS by the NSWPF in response to a 1(a) Request or a 1(b) Request may be tendered by FACS in evidence, or provided to any person (including any tenant, court or tribunal), as part of any hearing or other legal proceeding.
- 3.7 Legal advice should be obtained if there is doubt about the making of any disclosure.

4. Term

- 4.1 This MoU takes effect on the date that the second party signs it and continues until terminated in accordance with clause 8.

5. Review and Amendment

- 5.1 The parties will review this MoU at such intervals as are agreed between the parties.
- 5.2 This MoU may only be amended in writing by an authorised delegate of each party.

6. Privacy and Use of Personal Information

- 6.1 The parties will comply with the *Privacy and Personal Information Protection Act 1998* (NSW) with respect to all information collected, used and/or disclosed by reference to this MoU.

7. Confidentiality

- 7.1 A party may only use, copy, reproduce or otherwise deal with Confidential

Information disclosed to it:

- (a) during the term of this MoU;
- (b) in accordance with the terms of this MoU; and
- (c) in a manner that is related to the party's proper and lawful conduct and performance of its lawful investigations.

7.2 A party may disclose Confidential Information that has been disclosed to it where:

- (a) required by law or any order of any court, tribunal, governmental or semi-governmental authority or regulatory body that has jurisdiction within New South Wales ; and
- (b) the party ensures that information is disclosed only to the extent reasonably and lawfully required.

7.3 Upon receipt of a subpoena, notice to produce, discovery order or a summons to produce documents (**Court Order**) relating to any material, document or information disseminated under this MoU (**MoU documents**), FACS will:

- (a) notify the NSWPF InfoLink of the Court Order and the MoU documents they intend to produce, in sufficient time to enable the NSWPF to object to their production if necessary; and
- (b) in the situation where the NSWPF objects to their production in accordance with this clause, produce the objected information in a separate, sealed envelope into the Court/Tribunal and notify the Court/Tribunal that the NSWPF objects to their production and will be making an application to resist production.

7.4 The parties will continue to honour the undertaking of confidentiality, set out in this clause, indefinitely, that is even after the expiry or termination of this MoU.

7.5. Government Information (Public Access) Act 2009 (NSW)

The party served with a valid application for access to information under the *Government Information (Public Access) Act 2009 (NSW)*(**the GIPA Act**) (the party served) will:

- (a) where the documents requested relate more closely to the functions of another agency transfer the access application to the other agency within 10 working days of receipt. Pursuant to Part 4, Division 2 of the GIPA Act this may be agency or applicant initiated.
- (b) consult with the other party pursuant to s.54 of the GIPA Act where the other party may reasonably be expected to have concerns about disclosure. This is to be done within legislative time frames set out in ss.57 (2) of the GIPA Act which allows the 20 working days to be extended by a further 10 working days, and
- (c) if an objection is received to disclosure, the party served may:(1) refuse access to the information, or (2) inform the objecting party that release is

being considered and provide rights of review. Information cannot be released until the expiration of the review period.

8. Termination Process

- 8.1 Either party may terminate this MoU by notice in writing, on one calendar month's notice, provided that such termination should, whenever possible, only occur after prior consultation with the other party.

9. Dispute Resolution

- 9.1 In the case that a dispute arises out of, or in relation to the content of this MoU, the parties will endeavour in good faith to resolve the dispute.
- 9.2 In the event that any matters in dispute are not resolved within twenty eight days of the parties endeavouring to resolve the dispute, the matters in dispute will be referred to nominated senior local representatives of both parties.
- 9.3 If a dispute is not settled by the senior local representatives within a further twenty eight days the matter will be resolved in accordance with the guidelines contained within Premier's Memorandum M1997-26 Litigation Involving Government Authorities.

10. No Contractual or Enforceable Legal Relations to arise and Relationship with Legislation

- 10.1 This MoU is not intended to create any contractual relations or other legally enforceable obligation between the parties.
- 10.2 The parties expressly acknowledge that this MoU does not operate to derogate from, alter or replace any legislative obligation.

11. Excluded Information – NSWPF Witness Protection and/or Professional Standards Command

- 11.1 This MoU does not deal with information exchange relating to the Witness Protection Program or Professional Standards Command, which are regulated under separate arrangements.

12. Notices

- 12.1 A notice in writing pursuant to this MOU is to be sent by FACS to the NSWPF as follows:

- (a) If FACS is seeking information pursuant to paragraph 1(a) of Schedule 1 of this MoU, to the Commander of the Police Area Command/Police District in which the FACS – managed property is situated.
- (b) Any notice in relation to a proposed termination of or a dispute concerning this MoU to:

Manager Information Services,
State Intelligence Command
New South Wales Police Force
Locked Bag 5102
Parramatta NSW 2124

12.2 A notice in writing pursuant to this MoU is to be sent by NSWPF to the FACS as follows:

- (a) If NSWPF is seeking information pursuant to paragraph 2(a) or 2(b) of Schedule 1 of this MoU, to the local FACS Housing office in which the FACS managed property is situated.
- (b) If NSWPF is seeking information pursuant to paragraph 2(c) of Schedule 1 of this MoU, to the FACS Central Coordination Point.
- (c) Any notice in relation to a dispute concerning this MOU to:

The Secretary
Department of Family and Community Services
Locked Bag 4001
ASHFIELD BC 1800
Fax: (02) 8753 8888

13. Entire Understanding

- 13.1 The arrangements, understandings and protocols contained in this MoU supersede all previous arrangements in relation to the same or similar subject matter, whether or not such previous arrangements were recorded or reduced into writing and signed by the agencies that are a party to this MOU.
- 13.2 For the avoidance of doubt, the parties confirm that this MoU replaces (and thereby terminates) the MoU entered into by the parties on 1 February 2008.

14. Signatories

NEW SOUTH WALES POLICE FORCE

SIGNED by:

Sally Webb, General Counsel, NSW Police Force, as
the duly authorised delegate of the Commissioner of
Police, New South Wales Police Force

)
)
)
)


.....

Date: 16 April 2019

Witness



Signature of witness

)
)
)
)

Marisa Gaibisso
.....
Print name of witness

SIGNED by the Secretary, NSW Department of Family and Community Services.

In the presence of:



Witness

)
)
)
)
)
)



Michael Coutts-Trotter

DEBORAH LOVELL

Date: 19.5.19

Schedule 1

1. Information that may be supplied by NSWPF to FACS

(a) The provision of Information Summaries:

Provided that there is no ongoing operational reason for withholding information (e.g. disclosure of such information might foreseeably compromise the integrity of an ongoing NSWPF operation or the ability to obtain a conviction, pose an unacceptable risk to the safety or wellbeing of a person, or reveal confidential police methodologies), NSWPF officers may provide a summary of any of the following to officers of FACS:

- (i) Date, time, type of incident, place of incident (on FACS managed premises or nearby).
 - (ii) Name of person(s) charged, conviction details (where known) concerning the use of FACS managed premises or property in relation to the commission of a crime, or the commission of an offence or abuse or anti-social behaviour against a neighbour or neighbour's visitor in the general locality of the premises or property or assault, abuse, intimidation, harassment or anti-social behaviour against FACS staff, or their agents or contractors.
 - (iii) Name of officer and PAC/PD.
 - (iv) COPS event number and/or CIDS/CAD reference.
 - (v) Court and first court mention date.
- (b) NSWPF officers must not provide copies (i.e. 'printouts') of NSWPF COPS reports in response to a request under this paragraph 1(a).
- (c) If FACS requires copies of NSWPF COPS reports, then FACS must obtain (and serve) the appropriate subpoena or summons to produce those documents, from the appropriate Tribunal or Court.

2. Information and assistance that may be supplied by FACS to the NSWPF

(a) The provision of information summaries or assistance

A police officer may request information where he/she has reasonable grounds to suspect that a criminal offence is taking place, or has taken place, or might take place on FACS managed property. This type of requests can be made via phone to the Housing Contact Centre (HCC) when identification has been confirmed and:

- i. Where there is an emergency that poses an imminent threat to life
or property

- ii. or after business hours when a local FACS office is not available to assist
- iii. If the NSWPF contacts the HCC during business hours, the HCC will assist if possible or transfer the call to a local office if more appropriate.

(b) The provision of information summaries or assistance

A police officer may request local information, logistical support, services or access to property where he/she has reasonable grounds to suspect that a criminal offence is taking place, or has taken place, or might take place on FACS managed property. This type of request must be made in writing and will be managed through the Team Leader at the local FACS Housing office when:

i. In the routine exercise of community protection functions

This information and assistance includes but is not limited to identities of household members, dates of birth, address, anti-social behaviour information, Property care, building plan/layout, where that information is relevant to the investigation of an offence.

Any requests for access should not impinge upon the tenant's rights unless there is a reasonable and lawful excuse or a threat to safety.

(c) The provision of Information Summaries

If an information request has not been able to be met under (a) or (b) as above, then NSWPF may make a request to the FACS Central Coordination Point by emailing HousingStatewideServicesHelpdesk@facs.nsw.gov.au as follows:

A police officer may request information, logistical support, services or access to property where he/she has reasonable grounds to suspect that a criminal offence is taking place, or has taken place, or might take place on FACS managed property.

This information and assistance includes but is not limited to identities of household members, dates of birth, address, anti-social behaviour information, Property care, building plan/layout, where that information is relevant to the investigation of an offence.

Any requests for access should not impinge upon the tenant's rights unless there is a reasonable and lawful excuse or a threat to safety.

These types of requests may arise in the following type of circumstance and are managed through the FACS Central Coordination Point by emailing HousingStatewideServicesHelpdesk@facs.nsw.gov.au:

i. In the investigation of an alleged criminal offence.

ANNEXURE 1: Request for Information from the NSW Police Force

This form is to be completed by The Department of Communities and Justice (DCJ) staff to request information from the NSW Police Force in accordance with clause 3.11.2 of the NSW Police Force, Privacy Code of Practice, gazetted in Part 2 of the Government Gazette of 30 June 2000 at page 5981, as permitted under the Privacy and Personal Information Protection Act 1998(NSW), and pursuant to paragraph 1(a) of Schedule 1 of the Memorandum of Understanding between DCJ and the NSW Police Force.

Client Reference Number

T File Number

Person Requesting Information

Full name (please print)

Position

Office location

Phone number

Mobile number

Email address

Information requested from the following Local Area Command

Name of Local Area Command

To the attention of:

Local Area Command Details

Email address or Fax

Unit/House number

Street/avenue

Town/suburb

Postcode

Date information is required by DCJ

Details of Incident

I believe that on or about the date specified below, an offence may have taken place that may be a breach of the tenancy agreement. This matter concerns the use of DCJ managed premises, land or property in relation to the commission of a crime.

Date of incident

Tenant's name

Tenant's date of birth

Details of Incident - cont'd

Other household members
(please use additional information section below if
more space is required)

Name	Date of birth
	DD / MM / YYYY
	DD / MM / YYYY
	DD / MM / YYYY
	DD / MM / YYYY
	DD / MM / YYYY

DCJ
managed premises

Unit/House number

Street/avenue

Town/suburb

Postcode

NSW Police Event Number (If known)

Please enter details of the incident

Additional information

Information Sought from the Police

Tick the information required that is relevant to
the investigation

☐

Date, time, type of incident (on or nearby DCJ managed
premises)

☐

Names of person(s) charged, conviction details (where known)
concerning the use of DCJ managed premises, land or
property in relation to the commission of a crime, or the
commission of an offence or abuse or anti-social behaviour
against a neighbour or neighbours' visitor in the general
locality of the premises or property or assault, abuse,
intimidation, harassment or anti-social behaviour against DCJ
staff, the Corporation or their agents or contractors.

☐

Name of the officer and the Local Area Commander

☐

COPS event number and/or CIDS/CAD reference with details
of the incident**

☐

Court and first court mention date

**NSWPF USE ONLY- WARNING:

NSWPF officers **must not** provide copies (i.e. 'printouts') of NSWPF COPS reports in response to this request.

If DCJ requires copies of NSWPF COPS reports, then it must submit its request through iASK or issue a summons/subpoena to produce documents.

Reason for Request of Information

DCJ requires this information in order to uphold the terms of the Residential Tenancy Agreement and/or other action in accordance with the *Housing Act 2001*(NSW). This information may be used in legal proceedings.

Signature of requesting officer



Date

DD / MM / YYYY

Authorised by

Name of Director of Housing (please print)

Phone number

Mobile

Email

Signature



Date

DD / MM / YYYY



NSW POLICE FORCE - REQUEST FOR INFORMATION

Reference No. iASK_XXXXXX

Contact: XXXX

Company: DCJ - Housing

Information or Documents
to be disclosed: XXXX

Details provided by NSW Police Force:

Address XXX
X

Suburb XXX
X

State NSW

Post Code XXXX

National Meter Index (NMI) Number

Agency to send this request to DCJ - Housing

Date Range:

From: XX/XX/XXXX

To: XX/XX/XXXX

OIA Comment:

XXXXXXXX.

Result:

Authorised officer statement:

The information sought is reasonably necessary for the enforcement of criminal law and has been certified by the following duly authorised officer within the NSW Police Force

Authorised officer:

Name:

Rank:

Registration No.:

This request was reviewed and forwarded by:

Name:

Registration No.:

Operational Information Agency, NSW Police Force
1 Charles street, Parramatta 2150

Issue Date: XX/XX/XXXX

iASK_XXXXXX

ANNEXURE 3 – InfoLink contact details:



Address



1 Charles Street
Parramatta 2150

Postal Address

Locked Bag 5102
Parramatta 2124

Email:

Re: subpoena to produce , or summons to produce

subpoena@police.nsw.gov.au

[Re: agency-initiated transfer under s45 of the Government Information \(Public Access\) Act 2009 \(NSW\)](#)

gipaapp@police.nsw.gov.au

ANNEXURE 4 – the central FACS Housing Contact Centre contact details:

Ph. 1300 330 340

Address

Level 2, 23-31 Moore St Liverpool, NSW, 2170

Postal Address

Locked Bag 7150, Liverpool BC, NSW, 1871

Email:

HCC-TeamLeader@facs.nsw.gov.au



Privacy and information sharing policy - Homes NSW

 nsw.gov.au/departments-and-agencies/homes-nsw/social-housing-resources/privacy-and-information-sharing-policy

19 November 2024

1. Privacy notice

This privacy notice applies to Homes NSW. Homes NSW and its related agencies comply with NSW privacy legislation when collecting and managing personal and health information.

The information we collect from you or from an authorised third party will be held by the entity that collects it, or by the Business Service Centre, the Government owned company that provides corporate support to the Department. It will be used to deliver services and to meet our legal responsibilities.

We may also use your information within Homes NSW as a whole to plan, coordinate and improve the way we provide services.

Homes NSW is also legally authorised to disclose information to outside bodies in certain circumstances.

Please read the easy-English version of this privacy notice.

Further information about Homes NSW privacy policy can be found on the Homes NSW website:

- Privacy notice
- the Homes NSW privacy notice factsheet
- or by calling: 9377 6000 or TTY 9377 6167

2. Background

Homes NSW and all state public sector agencies, statutory bodies, declared authorities and local councils must meet the requirements of the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002* in the

collection, use, storage and disclosure of personal and health information.

The *Privacy and Personal Information Protection Act 1998* commenced on 1 July 2000. The Act broadly covers the areas of collection, use, storage and disclosure of all personal information except health records.

The Health Records and Information *Privacy Act 2002* commenced on 1 September 2004. This Act covers the areas of collection, use, storage and disclosure of health records and applies to organisations that collect, hold or use health information, and makes provision for the protection of that information.

Homes NSW also complies with the *Government Information (Public Access) Act 2009* (GIPA Act). Requests for information will be handled in accordance with the requirements of the Act. For more information refer to the Right to Information policy.

The *Spam Act 2003* sets out the legal requirements that Homes NSW must comply with when sending electronic communications to its clients (this includes Email and SMS). Where a client has provided Homes NSW with their mobile number and/or email address, Homes NSW may choose to send them electronic messages where appropriate. Clients will be able to opt out of receiving certain electronic communications, and this will be recorded in Homes NSW computer records.

The purpose of this policy is to explain the circumstances under which Homes NSW collects, uses, stores and discloses personal and health information and under which circumstances Homes NSW will share information with other government and non-government agencies.

3. Scope

This policy applies to all personal and health information collected, used, stored and disclosed by Homes NSW, including information about Homes NSW clients, applicants for housing services, or tenants living in dwellings managed by Homes NSW, including tenants of the Aboriginal Housing Office whose tenancies are also managed by Homes NSW.

4. Policy statement

Homes NSW respects the privacy of its clients. Homes NSW will:

- Collect personal and health information for a proper and lawful purpose in order to provide services.
- Collect personal and health information directly from the client, unless it is unreasonable or impractical to do so, or the client has consented to it being collected from someone else.
- Ensure the information collected is relevant, accurate, up to date, complete and not excessive or misleading.

- Inform clients what and why information is collected, how it will be used and who it may be given to.
- Not keep personal or health information for longer than necessary.
- Ensure the information collected is securely stored and protected.
- Do all that is reasonable in the circumstances to prevent loss, unauthorised access, use, modification or disclosure and misuse.

Homes NSW will only disclose information to other agencies or persons which identifies clients:

- If the disclosure is directly related to the purpose for which the information was collected and there is no reason to believe that the person concerned would object.
- If the person to whom the information relates was informed when the information was collected that it would be disclosed in this way.
- If it is reasonably believed that the disclosure is necessary to prevent or lessen a serious and imminent threat to any person's health, safety or life.

Homes NSW will ensure compliance with the privacy principles except:

- Where the person to whom the information relates has provided informed consent.
- If lawfully authorised or required to do so under the *Privacy Act*, by legislation, or a Privacy Code of Practice, or Homes NSW' Privacy code of Practice, and if available, supported by a Service Agreement, Memorandum of Understanding or similar document.

Personal information

Personal information is information, or opinion, about a person that discloses their identity, such as written records or photographs. It can also include information about a person's ethnic or racial background, political opinion, criminal history, religious belief or sexual preference.

Health information

Health information is personal information that specifically relates to:

- a physical or mental health disability that a client has at any time
- express wishes about the future provision of health services to a client
- a health service provided, or to be provided, to a client.

Collecting personal and health information

Homes NSW will not collect information unless it is for a proper and lawful purpose. Information is collected so that various housing services can be provided. In most situations, clients will be advised why Homes NSW is collecting personal information, and who else will receive this information. Homes NSW may decide not to provide this advice to clients if:

- the client does not want Homes NSW to give them this advice
- Homes NSW is not legally required to provide the advice.

Holding personal and health information

Homes NSW will keep information in accordance with the *State Records Act 1998*. While holding information, Homes NSW will ensure that it is protected and made as secure as possible from loss, unauthorised access, use, modification, disclosure and misuse.

A client who has been given access to a document held by Homes NSW may apply to make changes to those records if:

- the document contains information about the client's personal affairs;
- the information is available for use by Homes NSW in connection with its administrative functions; and
- the information is, in the client's opinion, incomplete, incorrect, out of date or misleading.

Using or disclosing personal and health information

Homes NSW will only use or disclose personal and/or health information for the purpose for which it has been collected (or another purpose that is directly related to the purpose for which it was collected), unless:

The client has consented to its use or disclosure for another purpose.

Homes NSW has reasonable grounds to believe that it is necessary to:

- lessen or prevent a serious and imminent threat to the life, health or safety of a client, or of someone else
- lessen or prevent a serious threat to public health or safety
- meet its legal obligations to protect the public revenue
- respond to information requests from the Minister on a matter
- meet its obligations in relation to the safety, welfare or wellbeing of a child or young person under the Children and Young Persons (Care and Protection) Act 1998.

Homes NSW requires the information for reasons such as:

- conducting surveys about client satisfaction and issues relating to long term service enhancement
- the training of employees or officers of Homes NSW
- where it is reasonably necessary for research or the compilation of statistics in the public interest
- where it is reasonably necessary for funding, planning or evaluating the provision of a health service provided in partnership with Homes NSW.

Exceptions to the privacy principles under the Privacy Act for collecting, using disclosing or exchanging personal and/or health information when other agencies or organisations are involved

Homes NSW will ensure compliance with the privacy principles and may only otherwise exchange personal and/or health information with other agencies if the exceptions to the privacy principles apply, that is:

- where the person to whom the information relates has provided informed consent
- where lawfully authorised or required to do so by legislation, or a Privacy Code of Practice, and if available, supported by a Service Agreement, Memorandum of Understanding or similar document in place
- for child protection purposes, Homes NSW may also lawfully exchange certain information under Chapter 16A of the *Children and Young Persons (Care and Protection) Act 1998*. In this situation, Homes NSW will only provide as much information about a client as is relevant.

Working with other agencies and inter-agency collaboration

Many Homes NSW clients have dealings with other agencies, including government and non-government agencies and support groups. Homes NSW cooperate with these other agencies to seek the best outcomes for the client. We will also make our clients aware of the services provided by these agencies and groups where appropriate.

An interagency approach is often essential when working with clients, particularly when ensuring the safety, welfare or wellbeing of a child or young person. Homes NSW will work with other agencies to strengthen partnerships recognising the importance of providing appropriate support to families earlier, to prevent children and young people requiring statutory child protection intervention.

Working with the Police

Homes NSW aims to assist the Police to:

- maintain law and order in and around tenancies managed by Homes NSW
- develop and implement crime prevention and community safety strategies.

When appropriate, Homes NSW will:

- Provide information that the Police need in order to carry out their duties, for example, to investigate a criminal activity or to manage a serious incident that threatens life or property.
- Provide information to Police when subpoenaed, unless the information is privileged or to which public interest immunity attaches. In these cases, Homes NSW will lodge an appeal not to provide the information.
- Cooperate with the Police to investigate a crime or offence alleged to have occurred within premises/tenancies managed by Homes NSW.

- Seek information from the Police if an offence is related to a tenancy matter in accordance with the Memorandum of Understanding.

Working with the Ministry of Health

The Housing and Mental Health Agreement is a partnership between the Ministry of Health and Homes NSW. The Agreement is designed to ensure that mutual clients receive appropriate housing that is linked to appropriate mental health support services.

When a client's application for housing assistance is supported by the Mental Health Service, Homes NSW must be given sufficient information to accurately assess the person's housing needs.

If tenancy issues, such as arrears, property damage or antisocial behaviour matters cannot be resolved directly with the client because of their state of mental health, Homes NSW may ask its partner agencies to provide assistance to resolve the matter. Clients suspected of having a mental illness that is likely to put their tenancy at risk may be referred to the Community Mental Health Service.

Individual cases will be discussed at joint service meetings. Confidentiality will be fully respected in accordance with applicable law and policy. Any exchange of information will be provided in accordance with specified and agreed privacy protocols and, wherever appropriate, based on the client's written consent.

Working with Community Services

Community Services has the responsibility for the care and protection of children under the *Children and Young Persons (Care and Protection) Act 1998*. Members of the community and mandatory reporters who suspect that a child or young person is at risk of significant harm (the statutory threshold) are required to report their concerns to the Child Protection Helpline.

Homes NSW and community housing providers participating in Housing Pathways have a further role in child protection which is to support the safety, welfare or wellbeing of a child or young person whether or not they are known to Community Services. Under Chapter 16A of the *Children and Young Persons (Care and Protection) Act 1998* prescribed bodies may exchange information that helps deliver services and supports to assist in the promotion of the safety and wellbeing of children and young people. The exchange of information under Chapter 16A only relates to information already held by the agency and where the information will assist in:

- making a decision, assessment or plan,
- initiating or conducting an investigation,
- providing a service relating to the safety, welfare or wellbeing of the child or young person (or class of children or young persons), and/or
- managing a risk to a child or young person.

Requests for information from Community Services

Community Services can request information from Housing and community housing providers participating in Housing Pathways, as a prescribed body under Chapter 16A of the *Children and Young Persons (Care and Protection) Act 1998*.

Where a request for information under Chapter 16A is received, and Housing is confident the request meets the principles of Chapter 16A, the information must be supplied.

Requests for information under Chapter 16A from a prescribed body may be declined if the request does not meet the principles of Chapter 16A. Community Services however has the power by a notice under Section 248 of the *Children and Young Persons (Care and Protection) Act 1998* to compel Housing to disclose existing information relating to the safety, welfare and well-being of a child, an unborn child or a young person. Housing staff are legally obliged to provide this information to Community Services. However, Community Services can only collect information that already exists. It cannot require Housing staff to collect new information or to undertake a separate assessment and report.

Requesting information from Community Services

Housing staff and community housing staff participating in Housing Pathways can request information from Community Services about the safety, welfare and wellbeing of a child or young person under Chapter 16A. Homes NSW is a prescribed body under Chapter 16A and is legally required to provide this information if the request meets the principles of Chapter 16A.

All information concerning a report will be treated in the strictest confidence.

For more information, see the Children and Young People at Risk policy.

Working with Centrelink

Homes NSW regularly asks clients to provide information about their household income as part of its process for reviewing eligibility for or entitlement to:

- social housing
- a Private Rental Subsidy
- a rent subsidy
- a transfer or mutual exchange
- remain living in public housing.

The Income Confirmation Scheme can be used by Homes NSW applicants, tenants and members of their households who receive Centrelink payments. Participation in the scheme is voluntary and means that clients do not need to provide income statements to Homes NSW each time an income review is conducted.

Under the Income Confirmation Scheme, Homes NSW can ask Centrelink to provide up to date information about the income of a client or member of their household, provided the client has given consent and they receive a Centrelink income.

Centrelink does not provide income information unless Homes NSW has requested it. This means that Centrelink does not automatically tell Homes NSW each time the income of a client changes. Clients who have joined the Income Confirmation Scheme still need to tell Homes NSW if their household income changes.

Homes NSW does not use the information provided through the Income Confirmation Scheme if it is six months, or more than six months, old.

A person can join the Income Confirmation Scheme at any time by providing written consent. A person can leave the scheme at any time by telling their Client Service Officer by phone, in person, or in writing. Homes NSW will immediately cancel the client's consent. Consent to participate in the Income Confirmation Scheme cannot be withdrawn through Centrelink.

Homes NSW will automatically cancel a client's consent if they no longer have a relationship with it, or with Centrelink.

Homes NSW stores information provided through the Income Confirmation Scheme:

- while the person is a client or a member of a client's household
- and otherwise in accordance with the *State Records Act 1998*.

Information provided by Centrelink is managed in accordance with the *Privacy and Personal Information Protection Act 1998*.

Right to Information

Any member of the public may request information held by Homes NSW under the *Government Information (Public Access) Act 2009* (GIPA Act). For more information, see the Right to Information policy (formerly Freedom of Information).

4. Legislation and compliance

In managing privacy and information sharing, Homes NSW is required to comply with the following Acts:

- *Privacy and Personal Information Protection Act 1998*
- *Health Records and Information Privacy Act 2002*
- *Government Information (Public Access) Act 2009*(GIPA Act)
- *Housing Act 2001*
- *Social Security Act 1991*
- *Social Security (Administration) Act 1999*
- *State Records Act 1998*

- *Children and Young Persons (Care and Protection) Act 1998*
- *Spam Act 2003*

The *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*, set out principles that Homes NSW must apply when it manages personal information.

Both acts provide for Homes NSW to develop a Code of Practice explaining how it applies these principles and situations where its actions will vary from the principles. Homes NSW has gazetted a Privacy Code of Practice under the *Privacy and Personal Information Protection Act 1998*.

The *Privacy and Personal Information Protection Act 1998* also requires Homes NSW to prepare and implement a Privacy Management Plan. This is a separate document that explains how Homes NSW complies with the specific provisions of the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*.

5. Related documentation

- Children and Young People at Risk Policy
- Homes NSW Code of Ethical Conduct
- Homes NSW Email and Internet Policy

6. Further information

Feedback and complaints

All clients and members of the public have the right to offer feedback about the services that Homes NSW provides, either because they:

- are dissatisfied with the quality of service, or
- believe that a policy is wrong, unjust, unlawful, discriminatory or unfair, or
- have positive feedback to provide about the service.

Feedback is encouraged and is valued, because it helps to improve Homes NSW policies, systems and service delivery. For more information on the types of feedback that Homes NSW would like to receive, please see the Client Feedback Service factsheet.

Feedback can be in the form of a complaint, suggestion, or compliment and can be provided in person, in writing, by email, online or over the telephone. For more information see the Client Feedback Service section of contact us.

For reports of fraud or corruption by staff or clients please see the Reporting Fraud or corruption section of contact us.

Feedback will be dealt with in an equitable, objective and unbiased manner and a client's privacy will be respected. Homes NSW provides free, confidential and qualified language services to clients who need the assistance of an interpreter and language services to provide feedback.

Feedback can also be lodged on a client's behalf by a third party such as a family member, support provider or an advocate. The client's consent is required before Homes NSW can provide information about the client to a third party.

Clients may also choose to provide feedback through another source, for example:

- their local Member of Parliament
- the Minister for Family and Community Services.

If a client or a member of the public is dissatisfied with the way services are delivered this will be managed as a complaint if the matter is not resolved straight away.

Feedback about neighbourhood concerns such as reports of antisocial behaviour, property care issues, unauthorised alterations or illegal activity are also welcome, but will not be managed as a complaint in the first instance. The matter will be managed according to the relevant policy.

Feedback will be acknowledged by Homes NSW but in most cases a detailed outcome cannot be provided, either because there are ongoing legal proceedings or to protect the privacy of other parties.

If a client believes that Homes NSW has failed to respond appropriately to this feedback, this will then be managed as a complaint.

Complaints management

Complaints will be acknowledged, reviewed and an outcome provided in general, within 15 working days. However, any complaint that is made about a privacy issue will be completed within 2 months. Clients will be advised if there are any delays in reviewing the complaint and will be provided with an outcome in writing.

Complaints will be directed to the section of Homes NSW that is responsible for responding to the issue. If the complaint is about a member of staff, it will be reviewed by a more senior officer than the person being complained about and the matter will be discussed with the member of staff who is the subject of the complaint. If a client is concerned about their confidentiality or privacy, they may lodge a complaint anonymously.

Homes NSW will not treat people differently because they have made a complaint.

If a client is unhappy with the outcome of their complaint or the way their complaint has been handled, they should first discuss it with their local office. They can also discuss it with the NSW Ombudsman, the Tenancy Advocacy Service or Community Justice Centre.

If the complaint is about a privacy issue, the client can discuss it with the Information and Privacy Commission NSW.


Appeals and review of decisions

If a client is concerned about the way that Homes NSW has handled personal information, a client may be entitled to a review of that conduct. The review will be undertaken by a Reviewing Officer appointed by Homes NSW. Reviews can be requested by contacting the Client Feedback Unit on 1800 422 322.

Applications for further review of the findings of or a response from an Internal Review can be lodged with the NSW Civil and Administrative Tribunal.



Antisocial behaviour management policy – Homes NSW

 nsw.gov.au/departments-and-agencies/homes-nsw/social-housing-resources/antisocial-behaviour-management-policy

3 December 2024

1. Background

The purpose of this policy is to outline how Homes NSW manages antisocial behaviour.

2. Scope

This policy applies to all tenancies managed by Homes NSW, including Aboriginal Housing Office tenancies.

3. Policy statement

Antisocial or illegal behaviour puts the safety of others at risk and impacts negatively on the local community. Antisocial behaviour is a problem that affects and damages communities.

Antisocial behaviour has a strong link to the stigmatisation of people living in public housing. It has a significant impact on the quality of life of vulnerable people through fear of crime and the long term effects of victimisation. It also gives rise to additional costs for a wide range of organisations and individuals including families, schools, NSW Police, non-government organisations, local government, social housing landlords and businesses.

This policy aims to balance the responsibilities of tenants, the rights of their neighbours in social housing, private residents, Homes NSW staff and associates (which includes consultants and contractors and staff of community housing providers participating in Housing Pathways) and the broader community with the need to support tenants to sustain their public housing tenancies.

Definition of antisocial behaviour

Antisocial behaviour is behaviour which disturbs the peace, comfort or privacy of other tenants or neighbours or the surrounding community or Homes NSW staff and/or associates which results in a breach of the tenancy agreement under the provisions of the *Residential Tenancies Act 2010*.

The policy is used to manage:

- all incidents of antisocial behaviour that occurs at a tenant's residence, neighbouring property or common area, regardless of the date the Residential Tenancy Agreement was signed
- all other incidents of antisocial and/or difficult behaviour towards Homes NSW staff and/or associates, for tenants who signed their Residential Tenancy Agreement on or after 6 February 2023.

The Appeals policy is used to manage incidents of antisocial and/or difficult behaviour against Homes NSW staff and/or associates, that does not occur at a tenant's residence, neighbouring property or common area, by:

- tenants who signed their Residential Tenancy Agreement before 6 February 2023
- all other clients such as household members, applicants and members of the public.

Categories of antisocial behaviour

Homes NSW will not intervene in a neighbourhood dispute or investigate allegations unless there is an alleged breach of the tenancy agreement.

Homes NSW will encourage tenants to resolve neighbourhood problems themselves, or with the assistance of mediation services. Homes NSW will refer tenants to Community Justice Centres for assistance when appropriate and where the parties agree to attend.

Types of antisocial behaviour that Homes NSW manages may include criminal and illegal activities, physical violence, harassment, and other inappropriate actions by tenants, other household occupants and visitors that cause deliberate or reckless damage to a Homes NSW property or place the safety of others at risk.

Action may be taken against the tenant for any substantiated antisocial behaviour caused by them, any household occupants or other visitors.

It is not the role of Homes NSW to carry out criminal investigations. Such investigations are the responsibility of the NSW Police.

Homes NSW defines antisocial behaviour in the following three categories:

Severe illegal behaviour

Severe illegal behaviour is behaviour which poses a risk to the safety or security of residents, property or Homes NSW staff and/or associates and may result in criminal charges and/or conviction; or significant damage to a Homes NSW property.

Examples of severe illegal behaviour may include but are not limited to:

- committing injury towards a neighbour, visitor or Homes NSW staff and/or associates which constitutes grievous bodily harm
- severe physical assault or acts of violence against other tenants, neighbours or Homes NSW staff and/or associates where there is no grievous bodily harm
- the use of the premises for the manufacture, sale, cultivation or supply of any prohibited drug;
- the use of the premises for storing unlicensed firearms;
- the use of the premises for a show cause offence within the meaning of the *Bail Act 2013*;
- intentional or reckless damage to a Homes NSW managed property making it uninhabitable;
- the use of the premises as an illegal brothel;
- the use of the premises for the production or distribution of child abuse material;
- the use of the premises to facilitate organised car or boat rebirthing;

Serious antisocial behaviour

Serious antisocial behaviour involves activities that severely disturb neighbours; place the safety or security of a tenant, other household members, neighbours or Homes NSW staff and/or associates at risk; or cause damage to a Homes NSW managed property. These behaviours may also be illegal and may include, but are not limited to:

- serious physical assault or acts of violence against other tenants, neighbours or Homes NSW staff and/or associates where there is no grievous bodily harm
- serious threats, abuse, intimidation or harassment towards neighbours, visitors or Homes NSW staff and/or associates
- victimisation and intimidation towards neighbours or visitors
- provoking pets to attack neighbours or visitors
- hate and threatening behaviour that targets members of identified groups because of their perceived differences (such as race and ethnicity, gender, age, religion, sexual orientation, mental health or disability)
- negligent and extensive damage to a Homes NSW managed property
- serious damage to a Homes NSW office.

Minor and moderate antisocial behaviour

Minor and moderate antisocial behaviour involves activities which disturb the peace, comfort or privacy of other tenants, neighbours or Homes NSW staff and/or associates. Such behaviour may include, but is not limited to:

- obscene language towards other tenants, neighbours or Homes NSW staff and/or associates
- bullying and harassment towards other tenants, neighbours or Homes NSW staff and/or associates
- noise causing nuisance, for example loud and uncontrolled parties, excessive shouting/screaming or excessive noise from music or television
- environmental and common area issues, for example vandalism, graffiti, abandoning vehicles in the front yard and refusing to remove them, carrying out noisy vehicle repairs in communal areas
- leaving large amounts of rubbish within the home, garden or on communal areas
- behaviour which limits other tenants' access to communal facilities, such as preventing other tenants from accessing communal gardens or laundry facilities
- damaging any Homes NSW managed property, including individual tenant's properties and common areas
- damaging any Homes NSW office.

How Homes NSW manages antisocial behaviour

Homes NSW is committed to sustaining tenancies and will work in partnership with other government and non-government organisations to support tenants.

Homes NSW will investigate allegations of antisocial behaviour and will facilitate early intervention and referral to support services to minimise the escalation of antisocial behaviour and the need to resolve cases through the NSW Civil and Administrative Tribunal (NCAT).

Homes NSW aims to support vulnerable tenants and families by addressing antisocial behaviour that places them at risk. Homes NSW will seek to refer tenants to relevant support services when required. Any reasonable suspicion that a child or young person is at risk of significant harm will be reported to Homes NSW Community Services.

Homes NSW staff will exercise discretion and in particular will consider the safety of victims of antisocial behaviour when making decisions on the action to be taken for substantiated incidents.

Homes NSW will not invoke the antisocial behaviour management policy in cases where the antisocial behaviour is caused by a perpetrator of domestic violence if the victim of the antisocial behaviour is the person responsible for meeting the obligations of the residential tenancy agreement.

When a substantiated breach of the tenancy agreement has occurred and it relates to antisocial behaviour and it is appropriate to take formal action, Homes NSW may respond as follows:

Homes NSW response to Severe Illegal behaviour

Homes NSW will generally apply directly to the NCAT to seek termination of the tenancy. However, in recognition of concern expressed during stakeholder consultation about the impact of mental health conditions or domestic and family violence on the behaviour of tenants, the following process will apply:

Commencing 22 February 2016, the Deputy Secretary, Housing, Disability, District Services and Disaster Welfare will review these matters to determine if the decision to bring proceedings to NCAT is appropriate. This review will consider whether there is evidence available of a mental health condition or domestic and family violence and whether other solutions to address the behaviour may be more appropriate. Homes NSW staff will be required to include this information in their submissions.

- **Homes NSW response to Serious antisocial behaviour:**

Homes NSW will generally issue a Notice of Termination followed by an application to the NCAT to seek termination of the tenancy. In some circumstances Homes NSW will apply directly to the NCAT to seek termination of the tenancy.

- **Homes NSW response to Minor and Moderate antisocial behaviour:**

Homes NSW will generally follow the strike notice provisions of the *Residential Tenancies Act 2010* to record strikes against a tenant for breaches of the tenancy agreement. The strike notice process clearly establishes for all tenants what type of behaviour is not acceptable and when they are putting their tenancy at risk. A tenancy will be at risk when a tenant repeatedly breaches the terms of their agreement through antisocial behaviour.

- After Homes NSW investigates and substantiates a first incident of minor and moderate antisocial behaviour, the tenant will be issued with a warning notice.
- Homes NSW will issue a strike notice for subsequent substantiated incidents of minor and moderate antisocial behaviour within a 12 month period.
- Where three strikes have been recorded within a 12 month period, Homes NSW may make an application to the NCAT to seek termination of the tenancy.

4. Legislation and compliance

Homes NSW manages tenancies in accordance with the provisions of the *Residential Tenancies Act 2010* and the *Housing Act 2001*.

5. Further information

Appeals and review of decisions

A tenant can not appeal a warning notice. If a tenant disagrees with the recording of a strike against them, they can discuss their concerns with a Client Service Officer and/or ask for a formal review of the decision. For information on the review process for strike

notices and how it works, the tenant can ask the Client Service Officer to see Appeals and reviewing decisions, or read the Appeals policy.

Tenants cannot appeal to Homes NSW on matters where an application has been made by Homes NSW to the NCAT. Those matters are managed through the NCAT.

Related links

- [Antisocial behaviour in public housing](#)
- [Antisocial behaviour data dashboard](#)