



**CEACA**  
*Supporting Wheatbelt Communities*

## OUR APPEALS PROCESS EXPLAINED

### WHAT IS AN APPEAL?

If you are unhappy with a decision we have made, you may be able to appeal that decision. Appealing a decision means you don't agree with the outcome and want the decision to be reviewed. You may have asked us for something and we have said no. You may feel that we haven't considered all the information you provided, we haven't been fair, or we've been influenced by irrelevant information.

When you appeal a decision, Central East Accommodation & Care Alliance Inc (CEACA Inc) undertakes a process where we review the decision and how it was made.

### WHAT DECISIONS CAN I APPEAL?

Some examples of decisions you can appeal against are:

- You want to transfer to another property but have been refused.
- You've been charged for a repair that you feel you are not responsible for.
- You've been accused of breaching your Tenancy Agreement, but you believe you haven't.

There are, however, some decisions you cannot appeal against:

- You cannot appeal against our policies. For example, you cannot appeal against our Rent Setting Policy (but you can appeal against information we have used to calculate your rent).

*If you have an issue regarding our policies, you can make a complaint. For more information about our complaints process, call (08) 9441 4815, email [info@ceaca.org.au](mailto:info@ceaca.org.au) or visit our website [www.ceaca.org.au](http://www.ceaca.org.au).*

### BEFORE YOU MAKE AN APPEAL

If possible, it is a good idea to talk to the person who made the decision you wish to appeal. They will be able to explain why the decision was made and which policy was referred. This also gives you an opportunity to make sure you have supplied the person making the decision with all the information they need. If you prefer, you can request an appointment with a Senior Manager to discuss the decision. If you are still unhappy, the appeal process allows you to have the decision formally reviewed.



## HOW TO APPEAL

To appeal a decision, you will need to fill out an Appeal Form. You can request this form by calling us on (08) 9441 4815, emailing [info@ceaca.org.au](mailto:info@ceaca.org.au) or by visiting our [www.ceaca.org.au](http://www.ceaca.org.au).

When completing the form, it is important to tell us what happened, why you are unhappy and what you think should happen. You can attach documents to support your appeal if you wish. The more information we have, the better.

## THE APPEALS PROCESS

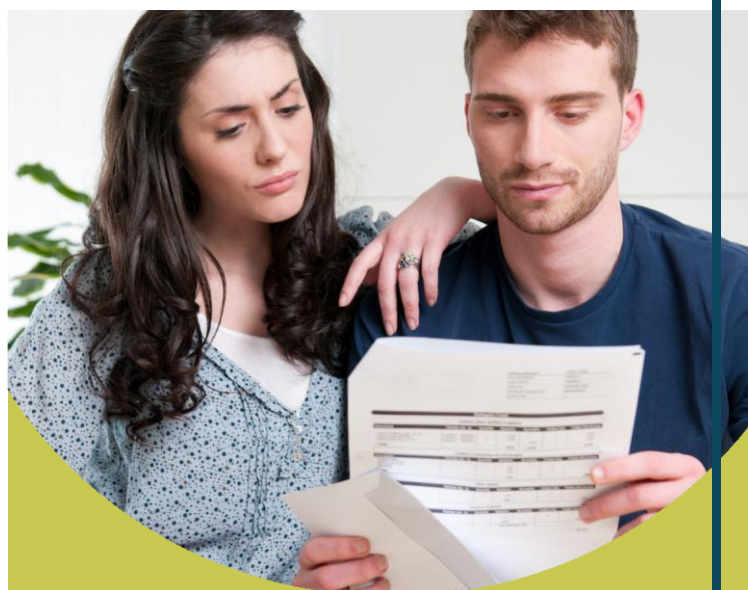
When you lodge an appeal, a review of the decision will be carried out within 21 days, and you will be notified of the outcome in writing. If there are delays, we'll keep you updated.

If you are not happy with the outcome of the appeal, you can contact the Ombudsmen, Consumer Affairs, or the Department of Housing for further advice on the issue.

### Not the right process for you?

**If you are unhappy with the behaviour of staff or the services you have received**, you can make a complaint using our Complaints Process.

Please contact CEACA on (08) 9441 4815 or [info@ceaca.org.au](mailto:info@ceaca.org.au) for more information.



## DO YOU NEED HELP TO LODGE AN APPEAL?

If you need assistance to lodge an appeal, you can use an advocate. An advocate is someone who will act on your behalf e.g. a carer, friend, relative or a professional support service. To find an advocate, contact one of the organisations listed below.

### Consumers

Consumers of Mental Health WA: 9258 8911  
Fremantle Multicultural Centre: 9336 8282  
Health Consumers Council: 1800 620 780  
Mental Health Advocacy Service: 1800 999 057  
Mental Health Law Centre: 1800 620 285  
Mental Health Matters 2: 0413 861 049  
Rise Network: 6274 3700

### Carers

Carers Association of WA: 1800 242 636  
Helping Minds: 1800 811 747

We keep all your information private and confidential. To talk about your tenancy with your advocate, we will need your written permission.

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## CEACA Inc

(Central East Accommodation & Care Alliance Inc)

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