

General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a

discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality; relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to anti-discrimination NSW, it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

The Victoria Housing Registrar

In this fact sheet, we introduce The Victoria Housing Registrar ('TVHR'). We outline how complaints can be made to the TVHR.

The TVHR is a regulatory body that oversees registered housing agencies in Victoria, ensuring they comply with standards for governance and tenant outcomes. Their role is to protect the interests of tenants and maintain the integrity of social housing providers.

Legislation and Key Terms

Relevant Legislation:

- [Housing Act 1983 \(VIC\)](#)

Key terms:

Advocate: A person, such as a friend, relative, lawyer, or support worker, who can assist or act on behalf of someone making a complaint.

Complaint: An expression of dissatisfaction where a response or resolution is wanted, expected or required.

Complainant: A person who has made a complaint. A *registered community housing provider* is a non-profit agency that appears on the official register of Victorian housing providers. You can check the register [here](#).

Equal Opportunity Act 2010 (Vic): The law that protects people from discrimination and requires housing providers to make reasonable adjustments for disability or health needs.

Performance Standards: The standards that registered community housing providers must meet under the Housing Act 1983 (Vic), covering governance, tenant services, and financial viability.

Private Rental: Housing rented from a private landlord or real estate agent that is not a registered community housing provider. Complaints about private rentals go to Consumer Affairs Victoria.

Public Housing: Housing managed by the Victorian Government through the Director of Housing at the Department of Families, Fairness and Housing (DFFH). Public housing complaints are not handled by the Housing Registrar.

Registered Community Housing Provider: A non-profit agency officially registered under the Housing Act 1983 (Vic) to provide affordable housing. Examples include Housing

Choices Australia, Aboriginal Housing Victoria, and Unison Housing. You can check the register [here](#).

Residential Tenancies Act 1997 (Vic): The law that sets out the rights and responsibilities of tenants and housing providers in Victoria, including rules about repairs, notice, and entry.

Victorian Civil and Administrative Tribunal (VCAT): A tribunal that can resolve housing disputes (such as eviction, rent, or repairs) and review some Housing Registrar decisions.

Victorian Ombudsman: An independent body that investigates complaints about Victorian Government departments and public bodies. It can review Housing Registrar outcomes in certain cases

Step 1: What type of Complaints can be made to this body?

If you're renting from a registered community housing provider in Victoria and your issue hasn't been resolved after complaining to them directly, you can take it to the Housing Registrar.

The Registrar looks at complaints about things like repairs, rent, unfair treatment, and more. Below is a list of things they can investigate:

**Maintenance and
Repairs**

You should make a complaint if your housing provider is not doing urgent or general repairs within a reasonable time. Housing agencies must maintain safe, clean, and liveable homes under the Residential Tenancies Act 1997 (Vic). Examples of when you could complain to TVHR include:

- Delays in urgent repairs
- Repeated requests for repairs ignored
- Incomplete or poor-quality repairs

Example: Lin's kitchen sink has been flooding for over a week. She reported it multiple times, but the agency still hasn't sent anyone to fix it.

**Rental Disputes
and Rent
Mismanagement**

You should make a complaint if you believe your rent has been wrongly calculated or increased without justification.

When living in housing agencies, your rent is determined based on your income, which is assessed when you initially apply. You can complain to TVHR if you feel that:

- Your rent is higher than 25-30% of your income;
- There was an unjustified rent increase or multiple increases in a short period of time;
- There were delayed rent adjustments after application following changes in your income;

Examples:

- *James received a sudden rent increase that he believes doesn't reflect his income and wasn't properly explained.*
- *Leila reported a change in income three months ago, but her rent hasn't been adjusted to reflect it.*

**Eviction and
Termination of
Tenancy**

When renting with a housing agency, you have a right to be given both a reason and notice of eviction. You can send a complaint to TVHR if you feel that:

- You were wrongfully evicted from your housing;
- Your eviction was not handled properly, or without due notice;
- You believe you were evicted due to discriminatory reasons;

Example: Dean lives in Victoria and has been living in housing provided by Social Housing Australia. While living in this social housing, Dean has had a dispute with a neighbour, which has resulted

	<i>in Dean being evicted. He believes that this eviction is wrongful, so he gathers all the relevant documentation and writes a complaint to Housing Choices Australia. However, Dean's appeal has been denied and it has not reasonably been resolved.</i>
Security or Personal Safety	Housing agencies have a responsibility to ensure physical security and safety of tenants. You can complain to TVHR if you feel that: • There are broken or inadequate security measures; • There are unsafe building conditions; • You have consistently noisy or unsafe neighbours; <i>Example: Dexter and Rita have been living in an apartment managed by a Victorian housing agency for 2 years. Recently, they have noticed that the front security gate has been broken for over a month and strangers have been able to enter the building. They have felt unsafe and reported the issue to the housing agency 2 weeks ago but they have not fixed it or looked into it at all. Dexter attempts to contact them and they promise to look into it but only next month.</i>
Customer Service	Housing agencies have a duty to provide customer service to their tenants. This customer service should be timely, helpful, fair, and reasonable. If this is not the case you may wish to contact TVHR with complaints regarding: • Unresponsiveness to inquiries • Rude or unprofessional behaviour • Lack of reasonable assistance • Discrimination • Inaccurate information being provided <i>Example:</i> • <i>Maya made an inquiry to her housing agency requesting information about rent and payments. The Housing agency responds, however, the response is unhelpful and does not help Maya understand the process. She makes further inquiries asking for more clear information, but her inquiries once again end with dissatisfaction.</i> • <i>Jason was spoken to rudely on the phone when he asked for repairs and felt dismissed.</i>
Neighbourhood Disturbance or Anti-Social Behaviour	You should make a complaint if your housing provider ignores repeated complaints about unsafe or disruptive neighbours. Agencies must act reasonably to manage neighbour disputes or serious anti-social behaviour. <i>Example: April has repeatedly complained about violent arguments next door, but the agency keeps telling her it's not their responsibility.</i>
Allocation and Transfer Decisions	You should make a complaint if you think the process used to approve, deny, or delay your housing allocation or transfer was unfair. Allocation and transfers must follow fair and transparent processes

	and be free of discrimination. <i>Example: Aisha asked to transfer to a ground-floor unit due to her disability but was denied without any explanation.</i>
Privacy Breaches or Misuse of Information	You should make a complaint if your personal information has been shared without your consent or misused by the housing provider. Housing providers must protect tenant information under privacy laws and not share it without permission. <i>Example: Liam found out the housing provider gave his new address to someone without checking with him first.</i>
Delays or Failures in Communication	You should make a complaint if your housing provider consistently fails to respond to calls, emails, or complaints. Tenants should be able to reach their housing provider and receive reasonable responses within a fair time. <i>Example: Emily emailed her housing provider three times about a broken heater but never got a reply.</i>
Unlawful Entry or Failure to Give Proper Notice	You should make a complaint if your provider enters your home without notice or disrespects your right to quiet enjoyment. Under the Residential Tenancies Act 1997 (Vic), providers must give proper notice before entering. <i>Example: Ben's housing officer has been letting themselves into the unit without giving him 24 hours' notice.</i>
Discrimination or Harassment by Provider Staff	You should make a complaint if you're treated unfairly by staff based on race, disability, age, gender, or other protected attributes. Housing agencies must not discriminate and should follow the Equal Opportunity Act 2010 (Vic). <i>Example: Rosa felt targeted when the staff member kept questioning her eligibility based on her mental health diagnosis.</i> Note: If your complaint involves discrimination, you may also be able to make a complaint to the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) or the Australian Human Rights Commission (AHRC). TVHR can only act if the discrimination involves a failure to meet housing standards or obligations.
Failure to Accommodate Disability or Health Needs	You should make a complaint if your housing provider refuses reasonable adjustments needed because of disability, age, or health needs. Providers must meet their duty to accommodate under the Equal Opportunity Act 2010 (Vic). <i>Example: David, who uses a wheelchair, asked for a ramp to be installed, but the provider said it was "too expensive."</i>
Incorrect Utility or Service Charges	You should make a complaint if you are being billed for services or utilities not outlined in your lease or tenancy agreement. Tenants should only be charged for services they are responsible for under their agreement. <i>Example: Olivia was charged for garden maintenance even though her tenancy agreement says it's included in rent.</i>

Poor Property Condition at Move-In	You should make a complaint if the property wasn't clean, safe, or in reasonable condition when you moved in. Properties must be habitable and meet minimum standards from the start of the tenancy. <i>Example: Tom moved into a unit where the oven didn't work, the windows were broken, and mould was visible on the walls.</i>
Unreasonable Delays in Processing Applications or Paperwork	You should make a complaint if your applications, income reviews, or other paperwork are being delayed with no explanation. Providers must process documents promptly and not leave tenants waiting unnecessarily. <i>Example: Farah submitted a medical report for priority transfer three months ago and hasn't received any update.</i>
Exclusions	TVHR will not consider: • Complaints about Public Housing: The Housing Registrar does not deal with complaints about housing managed by the Director of Housing (i.e. public housing). • Complaints about Private Rentals: The Registrar does not handle issues involving private landlords or real estate agents. • Complaints about Rooming Houses, Caravan Parks, or Specialist Housing: Unless managed by a registered community housing provider, the Registrar will not investigate issues in: ○ Rooming houses ○ Caravan parks ○ Specialist disability accommodation (SDA) not run by a registered community housing provider • Complaints That Have Not First Been Raised With the Housing Provider: ○ TVHR will only review complaints that have already been lodged with the relevant community housing provider and where: ○ The issue has not been reasonably resolved ○ The tenant has followed the provider's internal complaints process • Complaints About Matters Outside the Provider's Control: ○ The Registrar does not handle complaints about: ○ Neighbours who are not tenants of the community housing provider ○ External contractors or services not engaged by the provider (e.g. council rubbish collection) ○ Broader housing policies or funding decisions made by government • Complaints Seeking Financial Compensation or Legal Remedies: The Registrar does not award compensation,

	enforce tenancy breaches, or provide legal rulings. • Complaints That Are Already Before a Court or Tribunal: The Housing Registrar will not investigate a matter that is: ○ Currently being considered by VCAT, a court, or another tribunal ○ Has already been decided by one of those bodies • Complaints Based on Anonymous or Vexatious Claims: The Registrar will not consider complaints that: ○ Are made anonymously without enough detail to investigate ○ Are vexatious, malicious, or not made in good faith • Complaints Outside the Registrar's Regulatory Powers: The Registrar's role is to ensure compliance with the Performance Standards for Registered Housing Agencies under the Housing Act 1983 (Vic). If the complaint does not relate to non-compliance with those standards, it may be outside the Registrar's scope.
Additional Info	TVHR can only take complaints about registered community housing providers. If you are in public housing, with a private landlord, or a charity that isn't registered, you'll need a different complaints body.

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	TVHR has the authority to act on complaints regarding housing agencies in Victoria.
Geographical Scope	TVHR can hear complaints about the decisions and actions of Victorian housing agencies regardless of where they occur throughout the state.
Time Limitations <i>Housing Act 1983 s 97</i>	There is no fixed time limit for making a complaint to the Housing Registrar. However, you must first raise the issue with your housing provider and give them a reasonable opportunity to respond. The Registrar will only consider your complaint if the provider's process has been followed and the issue remains unresolved. If you are having an issue with a housing provider, it is best to lodge an appeal with TVHR as soon as is appropriate.
Exercise of discretion	When making decisions TVHR will rely on its regulatory and compliance standards. It will review decisions made by housing agencies to see if they are fair, reasonable and made within the policy of the agency and government standards.

Step 3: Who can you make a complaint against?

Respondent	Description
Registered Community Housing Providers	Organisations that are formally registered under the <i>Housing Act 1983 (Vic)</i> to provide affordable rental housing to people on low incomes or with special housing needs. These are non-profit, non-government organisations regulated by the Housing Registrar. • Examples: Housing Choices Australia, Aboriginal Housing Victoria, Women's Housing Ltd, Wintringham Housing, Unison Housing, Housing First • Must appear on the official register of Victorian housing agencies: https://www.housingregistrar.vic.gov.au/Public/Register-of-registered-agencies
Exclusions	You cannot make complaints against these bodies to TVHR: • Public Housing Providers (Director of Housing): The Victorian Government, through the Director of Housing at the Department of Families, Fairness and Housing (DFFH), is responsible for managing public housing. These complaints are outside the Housing Registrar's scope and should be directed to Housing Victoria or the Victorian Ombudsman. • Private Landlords and Real Estate Agents: Individuals or companies renting out private properties that are not registered community housing providers. Complaints about these landlords or agents must be directed to Consumer Affairs Victoria. • Unregistered Housing Providers or Charities: Organisations offering housing support or emergency accommodation but that are not formally registered as community housing providers under the Housing Act 1983 (Vic). This includes: ○ Charities, churches or support services providing temporary shelter ○ Providers who receive funding but are not registered with the Housing Registrar • Rooming House Operators and Caravan Park Managers (Unregistered): If the rooming house or caravan park is not managed by a registered community housing provider, it is excluded. These fall under the jurisdiction of Consumer Affairs Victoria or local councils, depending on the issue. • Community Housing Providers Registered in Other States/Territories: If a provider is registered outside Victoria and does not operate registered housing in Victoria, they are excluded from the Housing Registrar's jurisdiction. Complaints should be directed to the equivalent body in the relevant state or territory. • Support Workers, Contractors, or Other Individuals Not Acting as the Provider: The Registrar does not consider complaints about:

	○ Individual support workers ○ Maintenance contractors ○ Neighbours or co-tenants Unless the complaint is specifically about the housing provider's failure to act in response to those individuals. • Commonwealth Government Housing Programs or Defence Housing: Housing offered under federal schemes (e.g. National Rental Affordability Scheme or Defence Housing Australia) is not regulated by the Housing Registrar unless a registered provider is involved.
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Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint? <i>Housing Act 1983 s 98(1)</i>	You can make a complaint if you are a tenant or were a tenant of a housing agency in Victoria. You can also make a complaint if you have applied but have not yet been accepted to become a tenant of a housing agency. You can also make a complaint if you are an advocate or neighbour.
Prerequisite steps	TVHR cannot hear a complaint unless you have first filed a complaint with your housing agency. A complaint is a formal communication by a tenant, prospective tenant or advocate to their respective housing agency about an issue. If there are individual circumstances that prevent you from complaining to your housing agency and/or TVHR, it is recommended that you contact the Victorian Ombudsman.
Can complaints be made on behalf of someone?	A friend, relative or community/aid worker is able to speak on your behalf or assist in seeking an appeal.
Exclusions	TVHR won't hear a complaint if: • There's no direct connection to the Housing Provider: You can't make a complaint if you're not a tenant, former tenant, housing applicant, or someone closely involved (like a support worker with permission). • The complaint doesn't have enough detail: You can't complain without giving your name unless you provide enough information for the Registrar to look into the problem properly. • You don't have permission to complain for someone else: You can't make a complaint on behalf of someone unless they've given you permission or asked you to do it for them. This includes support workers, lawyers, and family members - they need consent. • You're not a tenant of a registered provider: If you live in

	housing that isn't managed by a registered community housing provider, you can't complain to the Housing Registrar. • The complaint has already been finalised somewhere else: If your complaint has already been looked at and decided by VCAT, a court, or another official complaint body, the Registrar won't review it again. • The complaint is about someone else's situation: If the problem doesn't affect you directly and you're not allowed to speak for the person involved, you can't make a complaint. • There are false or repeated complaints: The Registrar won't accept complaints that are clearly made to cause trouble, that are false, or have already been made before without any new information. • The complaint has already been made: TVHR can only hear complaints once. If not resolved, the matter may be elevated to the Victorian Ombudsman.
Additional information	TVHR's services are free.

Step 5: What remedies are available at this body?

Power	Description
Findings and Recommendations <i>Housing Act 1983 s 42 & 127</i>	TVHR investigates your complaint, reviews evidence, and issues a written report outlining: • Whether the housing provider did anything wrong • What should be done to address the issue This may include a recommendation for the provider to change or reconsider its decision, process, or behaviour. This report is shared with both you and the housing provider. If TVHR finds that the housing agency has breached their obligation, it can take regulatory action.
Regulatory Action for Breach of Obligations	If a registered housing agency has breached its obligations under the <i>Housing Act 1983 (Vic)</i> or failed to meet required performance standards, TVHR can take regulatory action. This may include: a. Issuing a notice of non-compliance: A formal notice requiring the provider to fix the issue and comply with the law or standards. b. Monitoring and performance improvement plans: The Registrar can require the provider to submit a plan to address the problem, including: ○ Timeframes for improvement

	○ Regular updates to the Registrar c. Restricting the provider's operations: If issues are serious, the Registrar can limit the provider's operations (for example, stop it from taking on new tenants or funding. d. Suspending or cancelling registration: In extreme cases, if a provider fails to meet standards or breaches the law repeatedly or seriously, the Registrar can: ○ Suspend their registration ○ Cancel their registration entirely: This means they would no longer be allowed to operate as a registered community housing provider in Victoria.
Referrals to Other Bodies	If part of your complaint is outside the Registrar's powers (e.g. safety issues, legal disputes), TVHR may: • Refer the matter to another agency (like Consumer Affairs Victoria, the Ombudsman, or VCAT) • Encourage the provider to assist you in resolving that part of the issue elsewhere Note: this is not a remedy as such, but a procedural action that may help you get a resolution.
Exclusions	TVHR cannot: • Award financial compensation • Force a provider to rehouse you • Reverse a tenancy decision (like eviction) • Act as a court or tribunal • Make binding legal orders like VCAT can

Step 6: Preparing your complaint. What should it include?

Requirement	Description
Format	Appeals to TVHR need to be lodged in writing using TVHR online complaint form here .
Personal Details	You need to provide your personal details including your: • Name, as it appears on a Centrelink issued card, driver's license, Medicare Card or Passport • Your contact information such as your email address and phone number • The address of the property involved in the complaint

	Anonymity is not an option when submitting an appeal. However, a complaint can be submitted on your behalf by an advocate or neighbour.
Respondent's Details	You need to identify whether the decision you are making a complaint about was by: ▪ Public Housing; or a ▪ Community Housing Agency. If your complaint is about a Community Housing Provider, you will need to name which one. If your complaint is about Public Housing, you will be redirected to the Department of Families, Fairness and Housing (DFFH).
Relevant Facts	You should explain what decision or action you are unhappy with and why. You should provide as much detail as possible to help TVHR understand your concerns. Also explain what outcome you want. For example, a repair, apology, rent reassessment or better service.
What NOT to include	You should not provide false or misleading information.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	Online: Appeals can be lodged using TVHR's online complaint. You can access the form here: Complaint Form. Appeals can also be lodged by printing and completing a hard copy form. You can lodge your completed form by: Post: GPO Box 4379 Melbourne, Victoria, 3001 Email: housingregistrar@dtf.vic.gov.au In person: Level 5, 1 Treasury Place East Melbourne, Victoria, 3002
Obtaining your file	TVHR will review your complaint and contact the registered housing agency to determine what has been done to resolve it. If the registered agency is not aware of your complaint you will be directed back to the registered agency to resolve it.
Assessment	The registrar may investigate the complaint by reviewing evidence, regulations, and procedures, or by directly communicating with the housing agency to gather more information. The investigation focuses on whether the housing agency has complied with regulatory standards and legal obligations.

Findings report	Following the assessment you and your housing agency provider will be sent a report that has been prepared by TVHR. The report will contain its detailed analysis.
Additional information you need to know	You are welcome to have an advocate or support person help you with the complaints process. They may be a family member, friend, colleague or someone from a support service. If you would like an advocate to make a complaint to TVHR on your behalf they simply need to check the box stating that they are an advocate.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
Internal and external review opportunities <i>Housing Act 1983 S 101</i>	If you are unhappy with the findings or recommendations of TVHR, you cannot make the same complaint again or reappeal, however you can contact the Victorian Ombudsman. The Victorian Ombudsman will ask you if you have first made a complaint to your housing agency and TVHR, and what happened during these complaints. It may ask you to contact these avenues first, but in certain cases they may handle the case directly. You may also have statutory rights of appeal which should be directed to the Victorian Civil and Administrative Tribunal by calling 1300 018 228 or by emailing renting@vcat.vic.gov.au. You can also externally review the outcome of your complaint by contacting VCAT. Your application for review with VCAT must be made within 28 days of the outcome from TVHR.
Feedback about TVHR's services	While decisions of TVHR cannot be reviewed, if you are unhappy with the customer service, personnel, policies, procedures or practices of TVHR you can provide feedback about your experience through TVHR's internal complaints process. You can make a complaint formally or informally either: ▪ Verbally (in person, by phone) or, ▪ In writing (letter, email, fax)

Step 9: Other bodies that handle complaints about housing related complaints:

Complaint body	Description
VIC Ombudsman	The Victorian Ombudsman investigates complaints about administrative actions taken by government agencies. It addresses complaints of unfair treatment and decisions. <i>Website: https://www.ombudsman.vic.gov.au/</i> <i>Telephone: 1800 806 314</i>

Department of Families, Fairness, and Housing (DFFH)	The DFFH supports the well-being and social inclusion of individuals and families. With areas of responsibility ranging from housing and homelessness to disability services. <i>Website:</i> https://www.dffh.vic.gov.au/ <i>Telephone:</i> 1300 475 170
Victorian Civil and Administrative Tribunal (VCAT)	VCAT handles disputes between landlords and tenants, including issues related to rental payments, eviction, bond returns, maintenance, and lease agreements. It provides a legal avenue for resolving disputes when other options have been exhausted. <i>Website:</i> https://www.vcat.vic.gov.au/contacts-and-locations <i>Telephone:</i> 1300 018 228 Note: TVHR decisions cannot be appealed or reviewed internally. However, if your complaint relates to a tenancy issue (e.g. rent, eviction, repairs), you may have rights under tenancy law and can apply to VCAT.
Tenants Victoria	As a non-government organization, Tenants Victoria provides advice, support, and advocacy for tenants in disputes with landlords. They offer guidance on legal rights and can help tenants navigate housing issues, although they do not handle complaints directly. <i>Website:</i> https://tenantsvic.org.au/ <i>Telephone:</i> (03) 9411 1444
Australian Human Rights Commission	The Australian Human Rights Commission (AHRC) can handle complaints about discrimination that occurs in employment, education, the provision of goods and services, accommodation, sport or the administration of Commonwealth laws and services. If you have experienced discrimination, bullying or harassment on the basis of your sex, disability, race, age or sexual preference the AHRC may be able to help. There are also State Government discrimination complaint bodies who may also be able to assist you.

Need help preparing or pursuing your complaint?

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information

Organisation	Contact Details	How they can help
Tenancy Advice and Advocacy Services	Website: www.tenants.org.au Telephone: 1800 251 101	Act as your advocate in the appeals process.
Community Migrant Resource Centre	Website: https://cmrc.com.au/ Telephone (Northern Region office): (02) 9858 1925	Act as your advocate in the appeals process.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provide support to people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.

Self-help tools and additional resources

Resource	How this helps
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.
Law Society: Know Your Rights	Guidance for individuals who are uncertain about where to start when seeking legal advice.

Citations here:

<https://www.vic.gov.au/making-complaint-about-community-housing>

<https://www.legislation.vic.gov.au/in-force/acts/housing-act-1983/080>