

Your rights and responsibilities

Consumer Charter for community-managed housing and homelessness services

Your rights and responsibilities

This Consumer Charter sets out those rights and responsibilities so they are clear to both you and the service provider.

*respect
dignity
fairness
participation
flexibility
privacy*

When you are seeking support from any community-managed housing or homelessness assistance service you have certain rights and responsibilities.

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Your rights and responsibilities

If you are seeking or receiving homelessness assistance or housing services, you have the right to:

- assistance during a crisis or to prevent a crisis
- be considered for accommodation and housing, based on fair policies
- receive help finding and staying in suitable housing on a long-term basis
- feel safe
- be free from discrimination
- respect for your culture
- respect, dignity and privacy
- make choices that will affect your future
- participate in the decision making process of organisations providing services to you

- help applying for income support, employment and health services, educational opportunities and other support services
- make a complaint or appeal a decision you do not agree with and receive an answer that makes sense to you.

You also have the responsibility to:

- supply the correct and necessary information about yourself and your situation to organisations providing services to you
- respect the rights of others to feel safe
- respect the cultural backgrounds and privacy of others
- treat others with respect and dignity
- meet your responsibilities as a tenant.

What to do if you don't think your rights have been met

To help you deal with your complaint, please read through the full charter booklet. It is available from the organisation you are seeking services from.

1. Raise the issue with the organisation.

This is the first step you should take.

2. Contact the **Homelessness Advocacy Service** on 1800 066 256 or at www.chp.org.au/has

3. Contact the **Social Housing Advocacy and Support Provider**.

To find your local service, contact a local housing office or call the Office of Housing on 1800 068 860.

4. Contact your local **Office of Housing** and ask how to get your complaint heard and dealt with.

5. Contact the **Department of Human Services Corporate Complaints Unit** on 1300 884 706.