

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

If you feel comfortable doing so as a first step it is always best to raise the issue directly with the Homelessness Advocacy Service. If you don't think your rights have been met or you disagree with a decision, talk to the Homelessness Advocacy Service Advocate or the Manager Consumer and Capacity building. Speak about any concerns you have and ask for an explanation about why a particular decision has been made. The Council to Homeless Persons welcomes your feedback as an opportunity to review our service.

You could also contact the following organisations for help

- The Ombudsman Victoria: 1800 806 314 (toll free). 9613 6222 (toll free for non- metropolitan callers). www.ombudsman.vic.gov.au
- Equal Opportunity Commission Victoria: Toll Free: 1800134 142 (toll free). 9281 7111. TTY: 9281 7110. www.equalopportunitycommission.vic.gov.au
- Privacy Victoria: 1300 666 445 Email: enquiries@privacy.vic.gov.au
- VITS Languagelink - for assistance with interpreting and translations. 9280 1955. www.vits.com.au
- Consumer Affairs Helpline Telephone: 1300 55 81 81

The HAS Consumer Charter of Rights and Responsibilities



Council to Homeless Persons
2 Stanley St Collingwood 3066

Preamble:

When you are seeking support from the Homelessness Advocacy Service, a program of the Council to Homeless Persons, you have certain rights and responsibilities. The Homelessness Advocacy Service Consumer Charter sets out your rights and responsibilities as a clear commitment from the Council to Homeless Persons and so they are clear to you.

The Homelessness Advocacy Service expects that you will meet your responsibilities and treat staff and other service users with respect and dignity.

You can expect the Homelessness Advocacy Service to:

- uphold your rights, as listed in this Charter and Victoria's Charter of Human Rights and Responsibilities
- provide you with services based on both this Charter, as well as on the Human Services Standards
- be accountable to you, the community and the government for how the program provides services.

You have the responsibility to

- supply the correct and necessary information about yourself and your situation
- respect the rights of others to feel safe
- respect the cultural backgrounds and privacy of others

Your rights and responsibilities:

If you are seeking or receiving assistance from the Homelessness Advocacy Service, you have the right to:

- understand your rights and responsibilities and be able to exercise them
- respect for your culture, ethnicity, gender and sexuality
- to be treated with respect and dignity
- be free from discrimination
- feel safe
- privacy and confidentiality
- know why any information you are asked for needs to be collected
- not provide information you do not want to provide
- make choices that will affect your future and have those choices respected
- expect that if we say we will do something for you we will do it
- participate in the decision making process
- make a complaint or appeal a decision you do not agree with and get a response that makes sense
- be well informed at all stages of receiving a service and have that information provided in a way that makes sense to you
- an accessible, person centred service that listens to you and responds to your needs
- services delivered in a fair, equitable and transparent manner.

If you don't agree with, or are not satisfied with the explanation, ask how you can make an official complaint or appeal
