

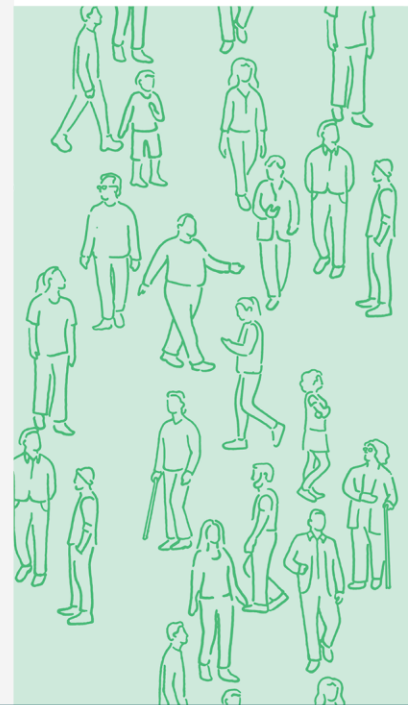


**Council
to Homeless
Persons**

Information sheet

HAS Consumer Charter of Rights and Responsibilities

chp.org.au



HAS Consumer Charter of Rights and Responsibilities

When you are seeking support from the Homelessness Advocacy Service (HAS), a program of the Council to Homeless Persons, you have certain rights and responsibilities. The HAS Consumer Charter of Rights and Responsibilities sets out your rights and responsibilities as a 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 HAS, 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, you can make a complaint or appeal at chp.org.au/about-us/our-values/how-to-make-a-complaint.

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

If you feel comfortable doing so, as a first step raise the issue directly with HAS. If you don't think your rights have been met or you disagree with a decision, talk to the HAS Advocate or the Director of Services. Speak about any concerns you have and ask for an explanation about why a particular decision has been made. Council to Homeless Persons welcomes your feedback as an opportunity to review our service.

You could also contact the following organisations for help

- **The Victorian Ombudsman:** 1800 806 314 / www.ombudsman.vic.gov.au
- **Victorian Equal Opportunity and Human Rights Commission:** 1300 292 153 / www.humanrights.vic.gov.au
- **VITS Language Loop** (for assistance with interpreting and translations): 9280 1955 / www.languageloop.com.au
- **Consumer Affairs Helpline:** 1300 558 181