

## Housing Plus Rights and Responsibilities Charter

At Housing Plus and its subsidiaries, it is our vision to improve people's lives through independence and choice, and our purpose is providing safety, comfort, housing, and support services. Our Values are to be Trusted, Customer Centred, and a Valued Partner. We respect everyone and as a user of our services, we are committed to your Rights and Responsibilities.

It is important that you feel safe, valued, listened to, and respected. If someone or something happens to make you feel unsafe, or you feel your rights and our responsibilities have not been upheld, it is important that you tell us. Please talk to any staff member from Housing Plus, Plus Community, and Plus Property and we will listen to you to try to help you, or you can call us on 1800 603 300, or email us at [info@housingplus.com.au](mailto:info@housingplus.com.au)

### Your Rights:

- You must be treated with respect, dignity, and have the right to be always listened to, no matter your age, culture, sexual or gender identity, ability support needs, beliefs, and have your choices and independence acknowledged.
- You have the right to be told about the services we are offering you, are involved in and agree to the decisions with the services. This involves receiving information about the service, including about consent in a way you understand so you can make decisions about how you use the service. You have the right to say no to any services at any time, and we will talk to you about your other choices and will support and help you to change to another service if you need. We respect your decision if you choose to wait or don't want to work with us, except as bound by the Residential Tenancies Act.
- You have the right to feel safe and be in a safe environment, and to tell us if you feel uncomfortable.
- The people you work with will listen to you without judgement, strive to provide the best services possible for you, give you accurate advice and choices, will be professional, positive, helpful, and honest with you in all our communication.
- We need your consent and permission to share or ask for information from other people or services as part of us being able to provide the best service for you. The only times we are not able to keep your information confidential is when your safety or the safety of someone else is at risk, and we are legally required to share your information with services who are able to support you or other people. This is part of our duty of care for you.
- You have the right for us to comply with all laws, contracts, policies and guidelines of our service, and this includes your personal information being stored securely and your Privacy upheld.
- You can choose to give good and helpful feedback as well as complaints to us, without it affecting the service you receive, because this helps us provide a better service to you and everyone. Your complaints will be listened to, and you will receive a response from our service.
- If you are a Housing Plus tenant, we will abide by the Housing Plus Customer Feedback, Appeals and Complaints Policy when you bring matters to our attention for review and action.

**Your Responsibilities:**

- Treat staff, volunteers, and contractors with respect and provide a safe environment for us to support you. This can include asking other family members, friends, carers and visitors that are with you to be respectful to our staff, volunteers, and contractors. We may have to end the call, leave the visit, or ask you to leave our offices if the conversation becomes disrespectful, abusive, threats are made, or if there is no willingness to keep listening to advice or information. We do not tolerate violence and aggression towards you or ourselves, as everyone has a right to feel safe at our services.
- Treat other people who come to our services with courtesy and respect, such as keeping their privacy and confidentiality.
- Work with your worker to make sure the service matches your needs appropriately. Ask if you don't understand anything being said so we can make sure we are providing the right services for you. You will actively join in the decision making, be responsible for your decisions and actions, work together to reach your goals, and help us provide you with services. You will also let us know if you do not want to work on some goals or with certain services, or if you believe you are unable to complete some identified tasks.
- Let us know of any changes in your life so we can keep up to date records that are accurate.
- Let us know if you need to cancel or reschedule your contact with us as soon as possible.
- Let us know of any improvements that we can make within our services.
- If you are a Housing Plus tenant, you will work with us to allow staff and contractors reasonable access to your home when inspections or maintenance are scheduled.
- You and the people you are with will be respectful and not intentionally damage any of our property.
- If you are a Housing Plus tenant, you will follow the Residential Tenancy Agreement.

**Our Responsibilities:**

- Always provide a professional and quality service and respond in a timely manner to requests
- All our communication with people who use our services, other community members, and with other services is informed by our behaviours of Professionalism, Respect, Integrity, Dedication, and Empathy, and we all adhere to the Code of Conduct, organisation's Values, other Codes, Charters, Policies, and other organisation systems.
- Always treat you and your family with courtesy and respect and listen and respond to any feedback or complaints that you may have and provide solutions and actions to any problems or issues that might arise in a timely manner.
- We will take all necessary steps to fulfil our obligations to the people who use our services, our workers, volunteers, contractors, and other people under Work, Health and Safety regulation, Client Safeguarding, and the National Child Safe Principles.
- Comply with legislation and regulations, contracts and policies, and best practice in all contact and service provision to all who use our services.
- We will protect everyone's Privacy and Confidentiality and maintain accurate information in records.