

Rights and Responsibilities

You have the right to:

- Be safe
- Privacy and dignity
- Respect for you and your culture
- Have your say and to say no
- Participate in decisions
- Have our information explained
- Be considered for all our services
- Get timely help, whenever you need it
- Help in a crisis
- Help with finding a home
- Extra help, a support person or an advocate
- Give us your feedback, ideas or complaints
- Appeal a decision
- See your personal records
- Use other agencies.

Children have the right to:

- Be heard
- Be safe
- Be respected
- Get what they need.

BeyondHousing respects your privacy, your dignity and your culture. We are a Child Safe organisation and all offices are disability accessible. Interpreter services are also available. All services are free of charge.

You need to:

- Be respectful of BeyondHousing staff and property
- Be mindful of other people's right to privacy and safety
- Give us correct details about you
- Not yell or swear.

We may limit your rights by:

- Refusing to pay for accommodation if you have recently caused damage or threatened an accommodation provider
- Evicting you from a property if you break the law under the Residential Tenancies Act
- Asking you to have phone appointments if you threaten our staff.

If you have any questions about your rights and responsibilities, please speak to a staff member.

If you believe that we have breached your rights, ask to speak with a Manager.

If you're unhappy with the response, you can make a complaint to the CEO. We will aim to resolve your complaint within 30 days.



Office hours

Monday to Friday
9am – 5pm

If you would like to speak to someone about your rights and responsibilities, you can contact:

The Homelessness Advocacy Service

1800 066 256
chp.org.au/services/has

Tenants Union Victoria

(03) 9416 2577
tuv.org.au

Ombudsman Victoria

1800 806 314
obudsman.vic.gov.au

Victorian Equal Opportunity and Human Rights Commission

1300 891 848
humanrightscommission.vic.gov.au

82 High St

Wodonga

PO Box 761, 3689
(02) 6055 9000

40 – 42 Rowan St

Wangaratta

PO Box 273, 3676
(03) 5722 8000

54 Tallarook St

Seymour

PO Box 839, 3661
(03) 5735 2000

43B Wyndham St

Shepparton, 3630

(03) 5833 1000

For further information

Visit our website

beyondhousing.org.au

Email us

info@beyondhousing.org.au

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