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.
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

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**Office hours**
Monday to Friday
9am – 5pm

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For further information

Visit our website
beyondhousing.org.au

Email us
info@beyondhousing.org.au

Follow us
@beyondhousing

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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

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