

BEYOND HOUSING

Rights





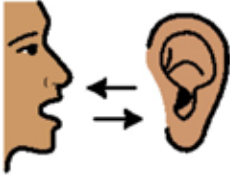


About **your** rights

About **our** rights



You have rights



You have the right

- to have your say
- for people to listen to you
- to understand what we say



- to get the help you need
- to have someone help you speak up. Like an advocate.



You also have the right to

- make your own choices
- to be safe.



We will be aware of important things for you. Like,

- where you were born
- how you remember important people in your life.

This is called your culture.



You have more rights. Like,

- everything you say to us is private
- you can see your file.



You can tell us when you

- do not like something

or

- want to go to a different service.

We have rights too.

We want to help you.



You must

- not trash things in our office or houses
- not swear at other people
- not yell at other people



Remember other people

- must feel safe
- also need to have time to talk to staff



Sometimes you may have less rights.



Things can go wrong. Like, you break things in your house.

This may be a

- door
- wall
- carpet.



We will **not** pay to have this fixed.



You may break laws in the Residential Tenancies Act. Like you are always late with your rent.



We may ask you to leave this house.



Do **not** be rude to staff.



When you are rude we may only talk to you by phone.



**Your information
is private**



What will we ask for?

Only the things we need. Like,

- name
- address
- phone number



and

Things so we can help you. Like,

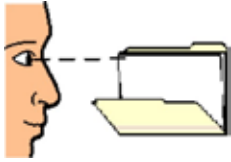
- how much money you have
- who lives in your house.





You can choose **not** to tell us things.

That is OK.



You can ask

- to see your file
- for things to be changed in your file.



We will

- keep the things you tell us in a safe place
- ask you before we talk to other people about you.



**I have a problem with
BeyondHousing**



You can tell us

- about a problem

or

- you can complain about a problem.



Talk to the staff you work with.



Talk to their boss.



Talk to the big boss.



Other places you can go



The Homeless Advocacy Service

Phone 1800 066 256

This is a free phone call.



Tenants Union Victoria

Phone 9416 2577



Victorian Ombudsman

Phone 1800 806 314 (Regional)

This is a free phone call.

Phone 03 9613 6222 (Metro)



Victorian Equal Opportunity

and Human Rights Commission

Phone 1300 891 848

Talk to us



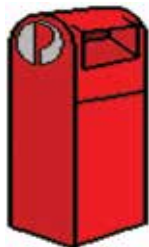
Phone

Wodonga	02 6055 9000
Wangaratta	03 5722 8000
Seymour	03 5735 2000
Shepparton	03 5833 1000



Email

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Post

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Images

We have used images from

- COMPIC
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This fact sheet is based on the Beyond Housing Rights and Responsibilities Brochure. June 2017.



Access Easy English wrote the Easy English. June 2018.



