

**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](http://chp.org.au/services/has)

**Tenants Victoria**

(03) 9416 2577  
[tenantsvic.org.au](http://tenantsvic.org.au)

**Ombudsman Victoria**

1800 806 314  
[ombudsman.vic.gov.au](http://ombudsman.vic.gov.au)

**Victorian Equal  
Opportunity and  
Human Rights  
Commission**

1300 891 848  
[humanrights.vic.gov.au](http://humanrights.vic.gov.au)

**Level 4**

111-133 Hume 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

49 Stewart St  
**Shepparton**  
PO Box 923, 3630  
(03) 5833 1000

# Rights and Responsibilities

For further information

**Visit our website**

[beyondhousing.org.au](http://beyondhousing.org.au)

**Email us**

[info@beyondhousing.org.au](mailto:info@beyondhousing.org.au)

**Follow us**

@beyondhousing



# BeyondHousing will support you to develop and maintain your identity; including personal, gender, sexuality, cultural, religious and spiritual identity.

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 of 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
- Be told what service they are receiving.

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 have been abusive to our staff.
- Denying a service (either temporarily or indefinitely) if you have threatened the physical or psychological safety of our staff or your actions have intruded into the private / personal life of 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 Team Leader.

If you're unhappy with the response, ask to speak with a Manager.

If you are dissatisfied with the outcome, you can make a complaint to the CEO. We will aim to resolve your complaint in 30 days.

If you are dissatisfied with our response, you can contact one of the agencies listed over the page.

