



About **your** rights

About our rights

Seymour

T 03 5735 2000 F 03 5799 2138
54 Tallarook Street,
Seymour VIC 3660

Shepparton

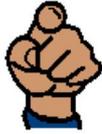
T 03 5833 1000 F 03 5831 8918
49 Stewart Street,
Shepparton VIC 3630

Wangaratta

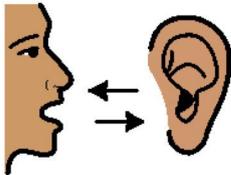
T 03 5722 8000 F 03 5722 4964
40 – 42 Rowan Street,
Wangaratta VIC 3676

Wodonga

T 02 6055 9000 F 02 6056 4527
Level 4, 111-113 Hume Street,
Wodonga VIC 3690

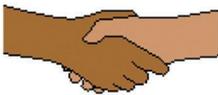


You have rights



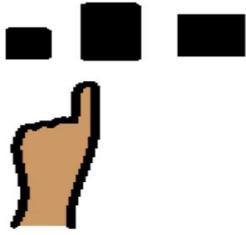
You have the right

- 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,

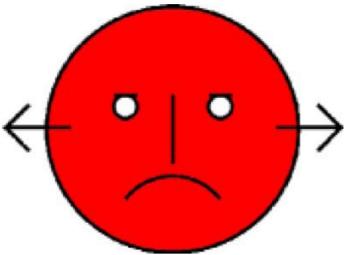
- where you were born
- how you remember important people
in your life.

This is called your culture.



You also 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.

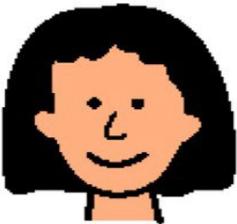
We have rights too

We want to help you.



You must

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



Remember other people

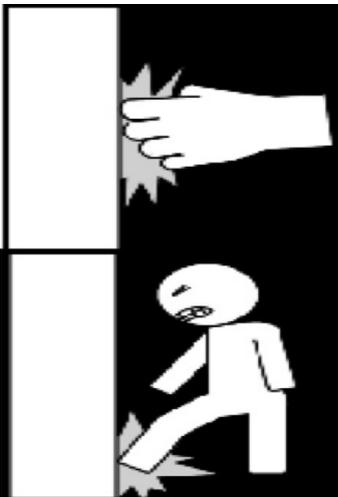
- must feel safe
- also need to have time to talk to staff



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.



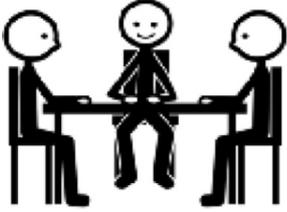
Do **not** be rude to staff.



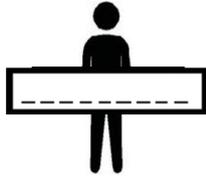
When you are rude we may only talk to you by phone or ban you from our service.



**Your information
is private**



What will we ask for?



Only the things we need. Like,

- name
- address
- phone number

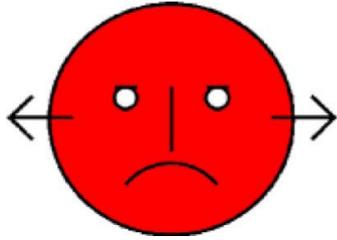


and



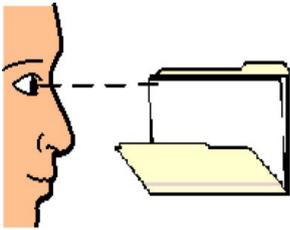
Things so we can help you. Like,

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



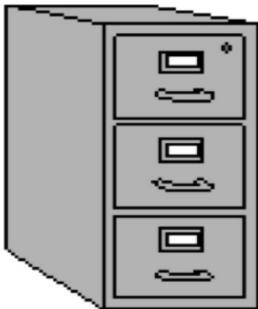
You can choose **not** to tell us things.

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
Beyond Housing



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



Homeless Advocacy Service Phone

1800 066 256

This is a free phone call.



Tenants Victoria Phone 9416 2577



Victorian Ombudsman

Phone 1800 806 314 (Regional)

This is a free phone call.



Victorian Housing Registrar 7005 8984



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

National

Relay

Service

If you need help to speak or listen:

Contact the Victorian Disability Worker Commission through the National Relay Service or NRS.

1800 555 660



Email

info@beyondhousing.org.au

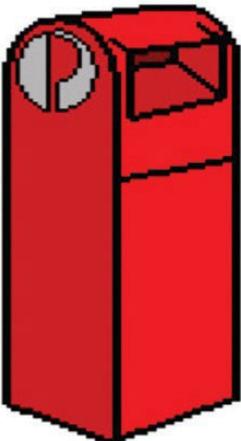
Post

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Images

We have used images from

- COMPIC
- Mayer-Johnson
- Picto- Selector
- Spectronics.

This fact sheet is based on the Beyond Housing Rights and Responsibilities Brochure February 2024



Access Easy English first wrote the Easy English. June 2018.