



Scan the QR code to read our Rights and Responsibilities Policy in full

### Contact us

For more information, visit our website, contact one of our offices or email us at [info@beyondhousing.org.au](mailto:info@beyondhousing.org.au)

#### Seymour

03 5735 2000

54 Tallarook St, Seymour

#### Shepparton

03 5833 1000

49 Stewart St, Shepparton

#### Wangaratta

03 5722 8000

40 – 42 Rowan St, Wangaratta

#### Wodonga

02 6055 9000

Level 4, 111-113 Hume St, Wodonga

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

# Beyond housing

**Not homeless**



# Beyond housing

## ➤ Rights and Responsibility

# Feel confident your rights will **Be** respected



## › Rights and Responsibility

**We believe everyone deserves a place to call home. That's why we're dedicated to guiding you through your housing journey with compassion and respect.**



### **Empowerment**

You have the power to make choices about your housing and support.



### **Respect and Dignity**

Expect to be treated with kindness and understanding.



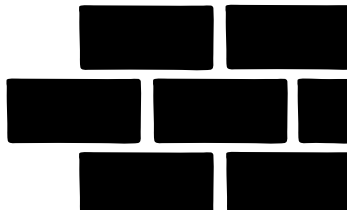
### **Privacy**

Your information is safe with us.



### **Quality Service**

Access to safe, comfortable, and suitable housing.



**Reach out if you need support or guidance.**

**Share your feedback to help us improve.**

**Together, we can make a difference**

### **Service limitations:**

Beyond Housing is committed to ensuring everyone has equitable access to our services and workplace. However, we reserve the right to limit or withhold services to anyone who compromises the safety of our staff.

Beyond Housing will not tolerate behaviours by anyone who places the safety of staff at risk.

#### **These measures include:**

- ✓ Refusing to provide payments for emergency accommodation if you have caused severe damage or threatened an accommodation provider
- ✓ Evicting for legal breaches under the Residential Tenancies Act (1977)
- ✓ Restricting services to phone contact or ceasing support for abusive behaviour and denying services for actions threatening staff safety or privacy.