

Policy

Rights and Responsibilities

Policy Statement

Beyond Housing is committed to providing the best possible service to people experiencing homelessness, who are at risk of homelessness or need housing assistance. We acknowledge and uphold the rights and responsibilities of all people who access our service.

Policy Application

This policy applies to all Beyond Housing employees and includes all permanent and casual staff, volunteers, work experience students, management, and the Chief Executive Officer (CEO). For the purposes of this document, all parties will be referred to throughout this policy as workplace participants.

Responsibility & Authority

- The Board of Beyond Housing has responsibility for ensuring compliance with legal and regulatory requirements at a Governance level.
- This policy is operational and therefore the Chief Executive Officer (CEO) is responsible for ensuring:
 - Appropriate and effective policies and systems are in place to operationalise legal and regulatory requirements and therefore implement this policy in accordance with that responsibility.
 - All managers and workplace participants are aware of this policy.
 - Support for workplace participants to undertake their responsibilities under this policy is provided.
- The CEO may delegate specific responsibilities to managers or workplace participants to ensure that the objectives relating to this policy are met.
- Managers and Team Leaders are responsible for informing workplace participants about their responsibilities under this policy.
- All workplace participants are responsible for familiarising themselves with this policy and complying with its requirements.

Policy Detail

Beyond Housing has a clear vision, with supporting values that underpin service delivery, which can be found on our website, [Beyond Housing Vision Purpose Values](#)

All people accessing Beyond Housing services and stakeholders have the right to:

- An open and consultative environment that's based upon the stated values of Beyond Housing.
- Receive a high-quality service.
- Feel safe and secure whilst accessing our services.
- Respect and dignity.
- Privacy and confidentiality.
- Access and information about how to access their own personal information at any time.
- Information regarding how to access an interpreter.
- Cultural safety - have their age, gender, culture, religion, disability, and sexuality taken into consideration.
- Be supported to maintain and strengthen family/kinship networks.
- Receive services in a non-discriminatory manner.
- Receive a service in a timely manner that is appropriate to their current situation.
- Assistance during a time of crisis or to prevent a crisis.

- Access and information on how to access a support person or advocate.
- Be provided with all relevant information and housing options.
- Referral to appropriate specialist services.
- Be considered for housing and other Beyond Housing services based on fair and equitable policies and procedures.
- Participate in decisions and choices that affect them.
- Decline a service or an action at any time. We acknowledge a client's right to decline and will respect their decision. Any such refusal will be case noted.
- Provide feedback (suggestions/advice), make a complaint, or ask for a decision to be reviewed (appeal)
- Choose what actions are to be taken on their behalf.
- Understand their rights and responsibilities, and how their rights may be limited and
- Be free from abuse, neglect, violence, and preventable injury.

Children have the right to:

- Understand their rights.
- Be heard - have their concerns and ideas taken seriously, especially on issues that are important to them or about decisions that affect their lives.
- Be safe – seeking children's views about what makes them feel safe and unsafe.
- Be respected – valuing and respecting children's opinions.
- Decision making – promoting and encouraging children's participation in decision making.
- A child-safe environment – establishing an environment of trust and inclusion that enables children to ask questions and speak up if they are worried or feeling unsafe.

All clients and stakeholders of Beyond Housing have the responsibility to:

- Treat workplace participants and others accessing Beyond Housing with dignity and respect.
- Respect the rights of others to feel safe.
- Respect the privacy and diversity of others.
- Supply the correct and necessary information required to provide housing and homelessness services.
- Comply with relevant legislation, organisational policies, and procedures, e.g., Workplace Health and Safety.

The rights of clients and stakeholders may be limited by Beyond Housing by:

- Refusing to provide payments for emergency accommodation if the person has recently caused severe damage or threatened an accommodation provider.
- Evicting a person if they have breached the conditions stipulated in the Residential Tenancies Act 1997 (Vic).
- Restricting service provision to phone contact if a client has been abusive to workplace participants. Repeated instances of abusive behaviour may result in the cessation of phone support and denial of service, either temporarily or indefinitely.
- Denying a service either temporarily or indefinitely where Beyond Housing reasonably believes the actions of a client may put the physical or psychological safety of a Beyond Housing workplace participant at risk. Client actions that may result in a denial of service include, but may not be limited to, physical or psychological threats, violence towards a workplace participant or within a Beyond Housing service, aggression, or racism.
- Denying a service either temporarily or indefinitely where a client or stakeholder's actions intrude into a workplace participant's private/personal life, and Beyond Housing will support the workplace participant to obtain appropriate legal and psychological support.

The physical and psychological safety of all Beyond Housing workplace participants is critical, and Beyond Housing will not tolerate behaviours by any person that place safety at risk.

Training


Beyond Housing will ensure that all workplace participants receive relevant training through induction, supervision, professional development & annual appraisals to ensure they understand and promote stakeholder rights and responsibilities.

Definitions

Confidentiality	It is the workplace participants' obligation not to disclose client or individual information to third parties unless permission has been given or is determined necessary for safety or other permissible reasons as defined in the information privacy principles.
Cultural Safety	an environment that is safe for people. Where there is no assault, challenge, or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge, and experience, of learning, living, and working together with dignity and truly listening.
Privacy	is a right to be able to control who can see or use information about you.
Stakeholder	is a person who has an interest, concern, or investment in something. Stakeholders may include clients, renters, their family/friends/carer or advocates, support agencies and external service providers. This may also include neighbours of surrounding properties. Beyond Housing explicitly accepts the role of a client advocate, whether statutory or voluntary, with the consent of the client.

Related

Document Reference	Document Type
Charter of Human Rights and Responsibilities Act 2006 (Vic)	Legislation
Equal Opportunity Act 2010 (Vic)	Legislation
Health Records Act 2001 (Vic)	Legislation
Privacy Act 1988 (Cth)	Legislation
Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)	Legislation
Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth)	Legislation
Privacy and Data Protection Act 2014 (Vic)	Legislation
Residential Tenancies Act 1997 (Vic)	Legislation
Code of Conduct	Policy
Code of Ethics	Policy
Compliments and Complaints	Policy
Outreach and Home Visits	Policy
Privacy and Confidentiality	Policy
Stakeholder Participation	Policy
Privacy Brochure	Other
Rights and Responsibilities Brochure	Other
Client Consent Form	Other

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