

Further Information

What to do if you think your rights have not been respected

Please discuss your concerns with your Support Worker or the Team Leader and refer to WISHIN's Feedback and Complaints Brochure for more information.

You can also contact the following agencies to seek advice:

Homelessness Advocacy Services (HAS)

Ph: 1800 066 256 (free)
Address: 2 Stanley Street
Collingwood 3066
Website: <http://chp.org.au/services/has/>

Victorian Equal Opportunity and Human Rights Commission

Ph: 9380 3900
Address: Level 3
204 Lygon Street
Carlton 3053
Website: <http://www.humanrightscommission.vic.gov.au/>



Clients' Rights & Responsibilities

WISHIN outlines clients' rights and responsibilities in accordance with *The Charter of Human Rights and Responsibilities Victoria* and works from a rights based framework.

Women's Information, Support and Housing in the North (WISHIN Inc)

P.O Box 21, Glenroy VIC 3046
Ph (03) 8692 2020
Fax (03) 8692 2029
<http://www.wishin.org.au/>

ABN 53 578 663 810

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Your Rights

Your rights as a client of WISHIN include to:

- be treated with dignity and respect
- be informed about what is happening at all times and be involved in making decisions about the support received
- request an advocate to assist
- be informed about how to make suggestions, compliments and or complaints and be assisted to do this
- not to be discriminated against
- have information explained in a form that can be understood including having access to an interpreter as required
- have social, economic, cultural and geographic background, age, disability, sexual orientation , religious beliefs, gender and gender identity taken into consideration in the way support is provided.
- receive services in an environment that is safe from physical, sexual and emotional harassment, bullying, abuse and violence
- have your abilities and skills respected
- be given reasons if you are refused a particular service

Your Rights

- receive appropriate and comprehensive information about options for support and availability of services
- contribute to the development of policy and procedures and evaluation of WISHIN services.
- have any information you provide remain confidential and your privacy respected
- be referred to another service if WISHIN can not meet your needs
- have your consent sought prior to support being provided to your children

Your Responsibilities

Your responsibilities as a client of WISHIN include to:

- treat other people with dignity and respect
- work together with your support worker to achieve your goals
- communicate openly and honestly
- provide feedback on WISHIN services in the form of suggestions, compliments and/or complaints
- be responsible for decisions that you make

Your Children's Rights

WISHIN is guided by The United Nations Convention on the Rights of the Child, which sets out rights that must be met for children to develop their full potential.

Your children's rights as a client of WISHIN include to:

- receive a service from WISHIN
- be treated with dignity and respect at all times
- receive individualised support
- receive non-judgemental, culturally sensitive and developmentally appropriate support
- not to be discriminated against
- have information explained in a form that can be understood including having access to an interpreter as required
- receive services in an environment that is safe from physical, sexual and emotional harassment, bullying, abuse and violence
- have their abilities and skills respected
- have any information they provide remain confidential and your privacy respected