

## *Charter Template<sup>i</sup>*

### **THE HOMELESSNESS CHARTER OF RIGHTS**

*Are you currently homeless or at risk of becoming homeless?*

We are committed to working with you in a respectful way that protects your dignity, is fair, and does not discriminate:

- You have the right to use our service if it matches your need and what we are funded to provide.
- We will work in partnership with you to identify your needs and develop a plan with you and other agencies to meet your needs.
- You have the right to put forward a complaint and we will respond in a confidential, respectful, and timely way.
- We will inform you of your rights and responsibilities when you receive a service from us.
- You will be provided with opportunities to take an active role in the decision making processes of our service.
- You have the right to privacy and confidentiality and we will explain to you what this means when you use our service/s.
- We will provide you with a range of suitable referral and support options so you can make a decision on who you prefer to work with.
- You can expect our service to meet health and safety requirements.
- You will receive the same quality and level of service regardless of your gender, cultural or linguistic background, sexual orientation, age, or disability.
- If you have a child under 16 years, you have the right to have their needs considered and linked to suitable responses.

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<sup>i</sup> This template is designed for use by state and territory governments or service providers that assist people who are homeless or at risk of becoming homeless as a basis for developing their own Charter.