



Consumer Rights Policy (Version 4.0)

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1. Introduction

Community Housing Limited Group of Companies (CHL) acknowledges that people experiencing homelessness, or who are in housing crisis, are one of the most vulnerable and marginalised groups in society. All people in need of housing are at risk of their life situation deteriorating due to the lack of affordable and sustainable housing.

2. Aim

To describe a minimum standard of service which offers applicants, clients and tenants flexible, respectful and fair treatment when receiving services.

3. Principles of CHL Consumer Rights Policy

CHL acknowledges and undertakes to uphold the rights of people seeking services and assistance. These include the applicants, clients and tenants right to:

3.1. ASSISTANCE

To provide responsive assistance to prevent crisis. To help to access other support services as identified and required. To ensure the housing offered is both sustainable and affordable.

3.2. ACCESS

CHL provides resources to afterhours support for clients and tenants. CHL endeavours to provide local office/ worker access within range of its service area catchments.

3.3. SAFETY

CHL will provide a safe and secure environment for services delivered and in accommodation managed by CHL.

3.4. NON-DISCRIMINATORY SERVICE DELIVERY

CHL will provide access and support regardless of age, gender, religious or political affiliation, ethnicity or sexual orientation.

3.5. DIGNITY AND RESPECT

CHL acknowledges the intrinsic worth of all clients and treats them with respect and positive regard

3.6. PRIVACY AND CONFIDENTIALITY

CHL respects the privacy of all people who provide their personal information and as such complies with the requirements of all privacy legislation.

3.7. MAKE A COMPLAINT OR APPEAL A DECISION

An applicant, client or tenant can appeal any decision or action made by CHL which affects them. CHL has in place both a complaints and appeals policy and procedure. Any person who is dissatisfied with a decision or action taken by CHL is to be encouraged and supported to lodge either an appeal or a complaint.

3.8. TIMELY RESPONSE

CHL will ensure that clients and tenants receive timely access to services and responses in receiving assistance.

4. Related legislation, industry frameworks and standards, CHL policy and procedures

Privacy Act 1988 (COM)
Information Privacy Act 2000 (VIC)
Privacy and Personal Information Act 1998 (NSW)
Personal Information Protection Act 2004 (TAS)
Information Privacy Principle Instructions 2009 (SA)
Information Privacy Bill 2007 (WA)
Information Privacy Act 2009 (QLD)
Support Accommodation Assistance Act 1994 (COM)
Equal Opportunity Act 2010 (VIC)
Equal Opportunity Act 1984 (WA)
Equal Opportunity Act 1984 (SA)
Anti-Discrimination Act 1998 (TAS)
Anti-Discrimination Act 1977 (NSW)
Anti-Discrimination Act 1991 (QLD)
Consumer Charter for Community Managed Housing and Homelessness Services
National Community Housing Standards: Section 3 – Tenants Rights and Participation

Related legislation, industry frameworks and standards, CHL policy and procedures (cont.)

Department of Human Services Standards: Standard 1 – Empowerment, Standard 2 – Access and Engagement
National Regulatory Code
Victorian Regulatory Framework
Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services
CHL External Complaints, Feedback & Appeals Policy
CHL Homelessness and Housing Services Work Procedures
CHL Continuous Improvement Policy and Procedures
CHL Victorian Customer Promise

5. Monitoring and review

This policy should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed two years. The date for review of this policy is on or before July 2019. Training will be provided to each staff member and the board as a component of their induction.

Review history

Document reference	Date and version	Reason for review	Review frequency	Delegated reviewers	Delegated approver
POLHOUAUSNATRIG201704	Version 4.0, July 2017,	Scheduled review	Every two years	National Manager	Managing Director National Manager

Previous review history (to be archived)

Document reference	Review	Reason for issue	Reviewer/ s	Writer	Issue date
POLHHCR05.14.3	Annual review	Updated legislation		B Chen	May 2014
POLHHCR02.08. 2	Amendments	Reflected as National Document	M Palframan	M Palframan	Sep 2010
POLHHCR02.08.1	Draft Proposal	New	M Palframan P Ryan	M Palframan	March 2008

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