


The Tasmanian Homelessness Charter Guide



**If you are
homeless, or
may become
homeless,
you have
rights**

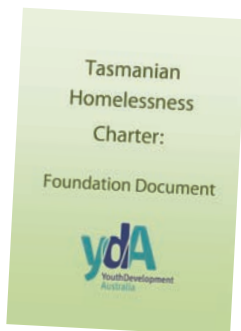
The Minister for Human Services, the Hon. Cassy O'Connor MP, requested that a Homelessness Charter be developed and implemented in the Tasmanian Homelessness Plan 2010-13: *Coming in from the cold*.

Youth Development Australia (YDA) was engaged by Housing Tasmania to develop a draft Homelessness Charter.

YDA undertook a comprehensive statewide consultation including: regional and public discussion forums; targeted stakeholder meetings and individual interviews with people who are or who were homeless.

The Tasmanian Homelessness Charter and the Tasmanian Homelessness Charter Guide is based on the Tasmanian Homelessness Charter Foundation Document. The Foundation Document can be downloaded:

http://www.dhhs.tas.gov.au/housing/national_housing_reforms/national_partnership_on_homelessness/community_engagement_strategy



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The Tasmanian Homelessness Charter Guide

The Tasmanian Homelessness Charter Guide provides some examples of how your rights should work for you.

People become homeless for many reasons: financial problems; unaffordable housing; family violence, abuse and neglect; or getting sick.

Having somewhere to live that is safe and affordable matters to everyone.

Shelter is a basic human right.

A homelessness charter is important because if you are, or if you might become homeless, you can feel vulnerable and this is when your rights matter most.

This charter is a statement of core values and is subject to the reasonable limits of the law of Tasmania.

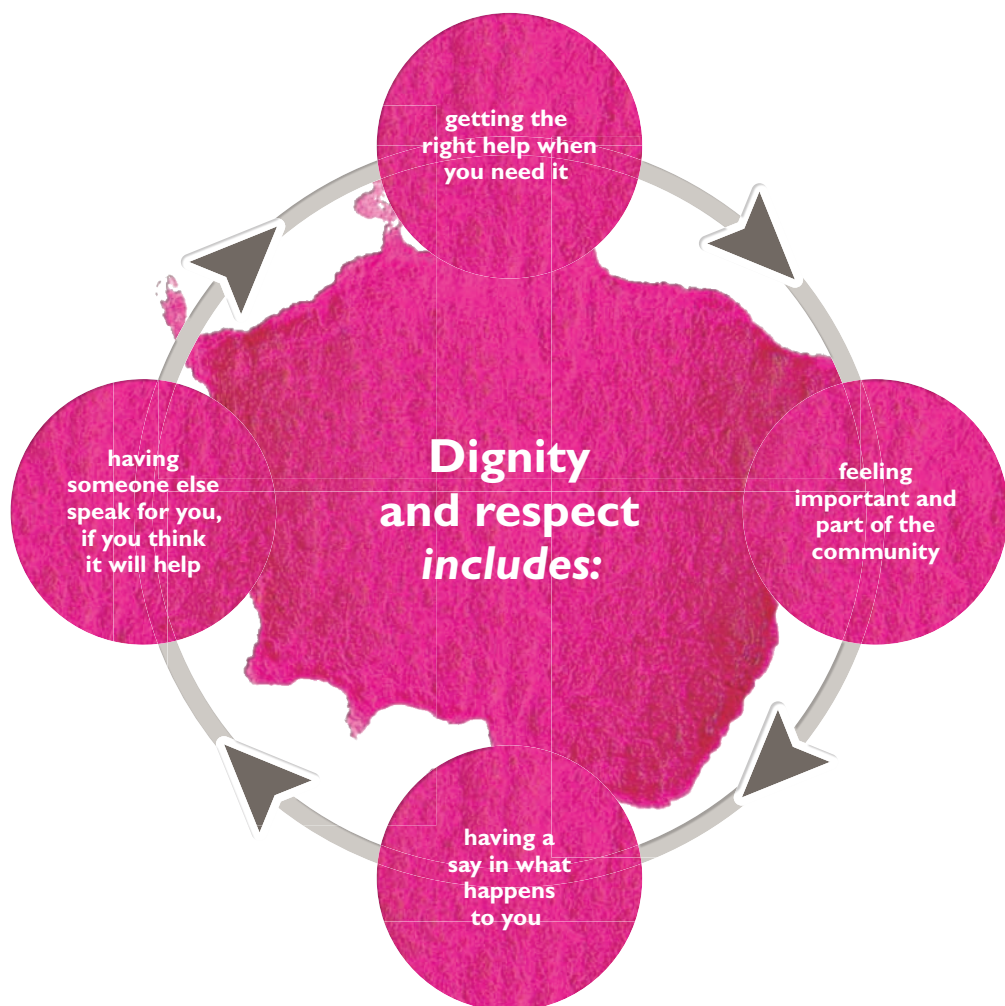
The Tasmanian Homelessness Charter:

- 1** tells you what rights you have
- 2** says what you can expect when you ask for help.

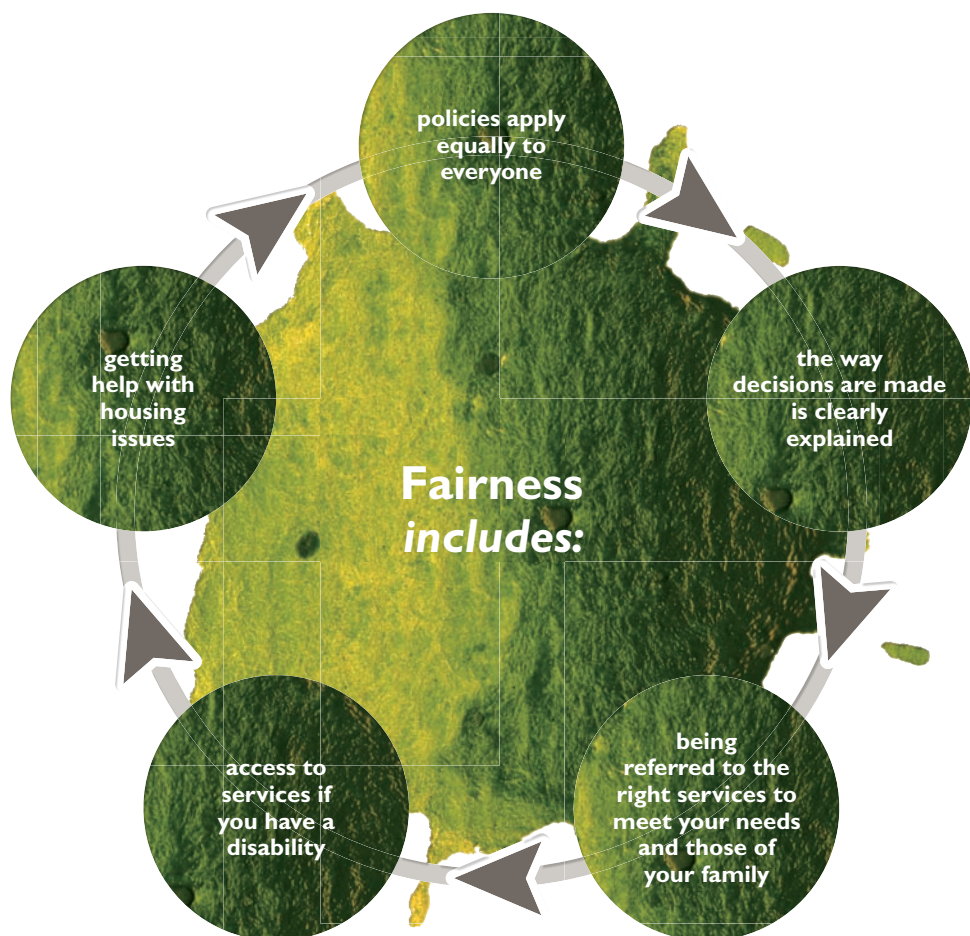
These are your rights, and some may be more important to you than others.

Because they are everyone's rights, you are also responsible for making sure that you uphold other peoples' rights. It outlines what you can expect and what others can expect of you.

You have the right to be treated with dignity and respect



You have the right to be treated fairly



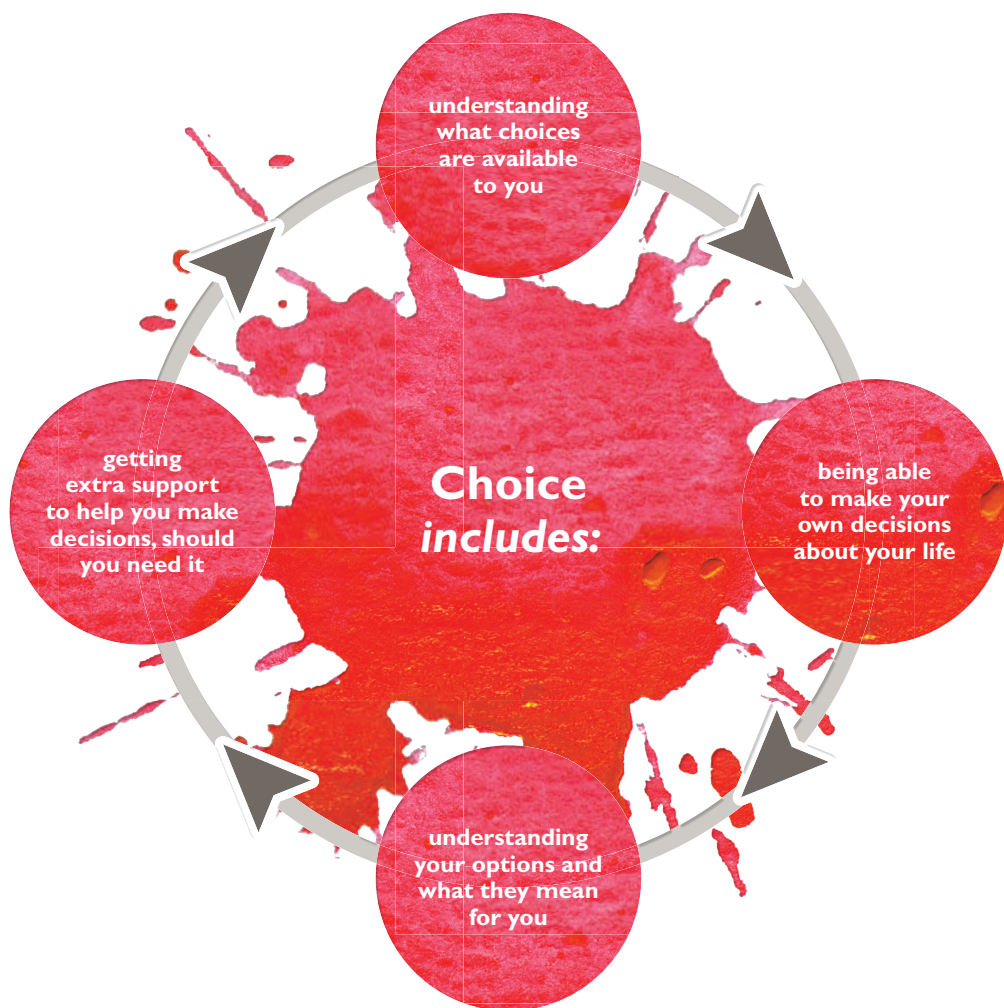
You have the right to privacy and confidentiality



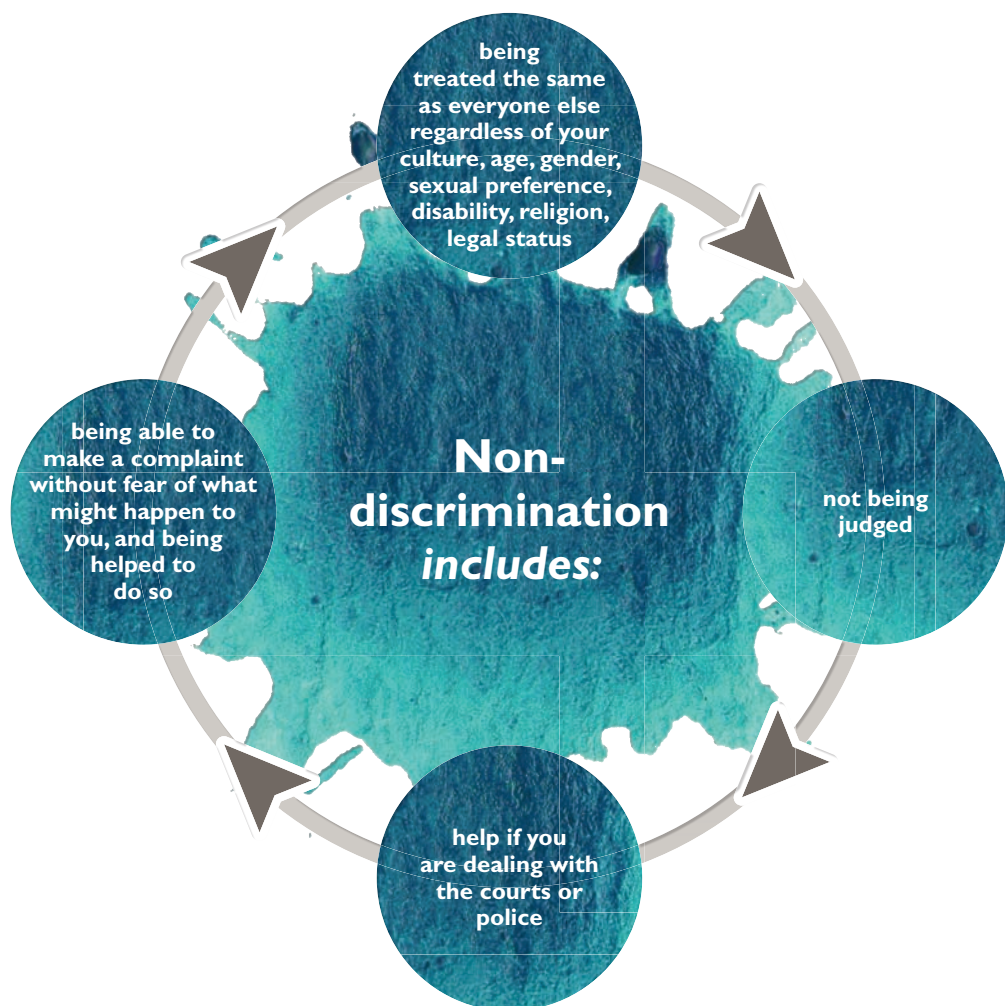
You have the right to a reasonable standard of health and well being



You have the right to information you need to make your own choices



You have the right to be treated without discrimination



You have the right to be part of our community





The flip side

Because these are everyone's rights, you are also responsible for making sure that you uphold the rights of others.

This includes:

- 1** respecting other peoples' rights including your service provider and other clients
- 2** treating others with respect
- 3** helping to make a place safe and free of violence and intimidation
- 4** respecting the privacy of others
- 5** doing the things you have agreed to do for example: paying rent
- 6** making sure your personal information is up-to-date
- 7** respecting that other people are different to you including their culture, age, disability, gender, gender orientation, sexuality and religion
- 8** providing the right information about yourself so services can help you.

Making a complaint

If you feel like your rights have not been upheld there are things you can do:

- 1** Tell the person why you feel like they have not respected your rights
- 2** Tell them what you believe should be different
- 3** Ask to speak to their manager about the situation
- 4** Ask for information about the organisation's complaints process and how you can get help making a complaint.



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