

# Homelessness Support Service: Client Rights and Responsibilities

## Clients Rights

### We will:

- work in partnership with you to identify your needs, develop a plan with you and other agencies to meet your need
- inform you of your rights and responsibilities when you receive a service from us
- provide you with opportunities to take an active role in the decision-making processes of our service, including asking for your opinions
- provide you with a range of suitable referral and support options, so you can make a decision on who you prefer to work with
- provide you with a service that meets health and safety requirements
- seek your suggestions on the services we offer
- respect your right to put forward a complaint and we will respond in a confidential, respectful, and timely manner
- treat you in a professional, courteous, and caring manner, and receive the same quality and level of service based on your need, regardless of your gender, religious, cultural or linguistic background, sexual orientation, age, disability or family status
- respect and protect your privacy and confidentiality, except where we have a legal obligation, and we will explain to you what this means when you use our service

## Clients Responsibilities

### You can help us by:

- being respectful of others, including staff, volunteers, and other clients
- being respectful of the organisation's property
- actively participating in your service, including taking part in case planning and management sessions and fulfilling your commitments under your case plan
- actively and positively contributing to resolving your own homelessness or risk of homelessness
- participating in the service in a fit state (not under the influence of drugs or alcohol)
- maintaining confidentiality regarding information about other clients or participants in groups or programs
- providing accurate information about yourself in order to receive the best service