

TASMANIAN HOMELESSNESS CHARTER

People can become homeless for many reasons including financial hardship, inappropriate or unaffordable housing, escaping domestic and family violence, abuse or neglect, illness or a breakdown in relationships. People experiencing or at-risk of homelessness need the assurance when they approach a service that they will receive assistance to meet their needs and that their basic human rights will be protected and upheld.

THE HOMELESSNESS CHARTER IS A GUIDE FOR ALL ORGANISATIONS PROVIDING ASSISTANCE TO PEOPLE EXPERIENCING OR AT RISK OF HOMELESSNESS.

Dignity and Respect	Health, Safety and Wellbeing	Privacy and Confidentiality	Fairness and Equity	Non-discrimination	Choice and Self-determination	Social Inclusion
When people experiencing or at risk of homelessness seek assistance and use services they have a right to expect that they will be treated with the same respect due to any other member of the community.	People experiencing or at risk of homelessness should expect access to environments that are safe, secure and healthy.	Services should respect the right to privacy of people being supported or assisted.	Service users should expect to be treated fairly according to policies and arrangements that are transparent and applied consistently.	Service users should expect respectful and appropriate treatment irrespective of different cultural backgrounds, sexual preferences and identity or religion.	Service users should be provided with information about the choices available to them.	Assistance for people experiencing or at risk of homelessness should contribute to building positive human relationships and foster active participation.
When people experiencing or at risk of homelessness are accommodated or supported in any service, this should be done in a way that upholds their dignity as human beings and citizens.	Services should promote good health and wellbeing and advise service users appropriately if their health and wellbeing seems under threat.	Private information should be safeguarded under the terms of privacy legislation.	Irrespective of their needs service users should expect to be able to enter the service system under policies that ensure equitable access.	Service users should be able to access services regardless of their legal status.	Service users should be encouraged and assisted to make informed decisions about their own situation.	Wherever possible, people experiencing or at risk of homelessness should be supported to participate in 'normal' community activities.
Services should encourage and uphold a culture of respect amongst service users and between service users and staff.	When people experiencing or at risk of homelessness are provided with accommodation this should not be in an environment where violence, threats, abuse or exploitation can take place.	When information is shared between services agreed terms of confidentiality should be observed and service users informed consent should be obtained.	Service users with diverse needs should expect the appropriate level of support necessary for achieving sustainable outcomes.	Service users should be able to lodge a complaint or appeal a decision and expect a meaningful response without fear of retribution.	Service users should have a voice and be consulted on the planning, development and evaluation of the services.	People experiencing or at risk of homelessness should be assisted along opportunity-rich pathways to social participation and independent livelihoods.

Service users have rights but also responsibilities. It is reasonable that service users are asked to accept responsibility for their behaviour towards other service users and service staff.