

# Homelessness Charter

A guide for specialist homelessness and mainstream services in Tasmania

**Dignity & Respect**

**Health, Safety & Wellbeing**

**Privacy & Confidentiality**

**Equity & Fairness**

**Non-discrimination**

**Choice & Self-determination**

**Social Inclusion**

## **Dignity & Respect**

- 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.
- 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 encourage and uphold a culture of respect amongst service users and between service users and staff.

## **Health, Safety & Wellbeing**

- People experiencing or at risk of homelessness should expect access to environments that are safe, secure and healthy.
- Services should promote good health and wellbeing and advise service users appropriately if their health and wellbeing seems under threat.
- 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.

## **Privacy & Confidentiality**

- Services should respect the right to privacy of people being supported or assisted.
- Private information should be safeguarded under the terms of privacy legislation.
- When information is shared between services, agreed terms of confidentiality should be observed and service users informed consent should be obtained.

## **Fairness & Equity**

- Service users should expect to be treated fairly according to policies and arrangements that are transparent and applied consistently.
- Irrespective of their needs, service users should be able to enter the service system under policies that ensure equitable access.
- Service users with diverse needs should expect the appropriate level of support necessary for achieving sustainable outcomes.

## **Non-discrimination**

- Service users should expect respectful and appropriate treatment irrespective of different cultural backgrounds, sexual preferences and identity or religion.
- Service users should be able to access services regardless of their legal status.
- Service users should be able to lodge a complaint or appeal a decision and expect a meaningful response without fear of retribution.

## **Choice & Self-determination**

- Service users should be provided with information about the choices available to them.
- Service users should be encouraged and assisted to make informed decisions about their own situation.
- Service users should have a voice and be consulted on the planning, development and evaluation of services.

## **Social Inclusion**

- Assistance for people experiencing or at risk of homelessness should contribute to building positive human relationships and foster active participation.
- Wherever possible, people experiencing or at risk of homelessness should be supported to participate in 'normal' community activities.
- People experiencing or at risk of homelessness should be assisted along opportunity-rich pathways to social participation and independent livelihoods.