

Client Rights

YOU have the right to contribute to the design and delivery of the homelessness services that YOU are involved with. YOU have the right to provide feedback or make a complaint about a homelessness service, and to have your complaint treated seriously and responded to in a fair and timely manner.

WE HEAR YOU

Local homelessness services are committed to hearing your perspectives about the work that we do. Your ideas help us to deliver better services to people experiencing, or at risk of experiencing, homelessness.

YOU TOLD US We want real information about homelessness assistance.

OUR RESPONSE WAS: We developed the "What Happens Next?" brochure about the types of help that are available, who is eligible for them, and how people can access them. Homelessness Access Point services give this brochure to everybody who is awaiting homelessness assistance.

YOU TOLD US We want to be more involved in shaping the homelessness service system, but there weren't many opportunities to do so.

OUR RESPONSE WAS: We've been working together to create more opportunities to involve clients in service design and evaluation. In 2012 we'll survey over 1000 clients about their experiences of, and ideas for, homelessness services. This valuable information will shape our service delivery into the future. We have created a register of people who would like to be involved in other opportunities provide feedback on the homelessness service system.

YOU TOLD US We are concerned about the lack of safe and affordable short term housing for people who are in crisis.

OUR RESPONSE WAS: We're holding a focus group to hear from clients about how we can better support people who have urgent accommodation needs.

YOU TOLD US Sometimes little things can make a big difference to your living situation. This might mean receiving a food voucher or help to fill in a housing application.

OUR RESPONSE WAS: This has been a problem for homelessness services for some time and, so, as one of many strategies to solve this problem, we will be holding a focus group to hear from clients about how we can better support people who have urgent accommodation needs.

North & West Metro
Homelessness Network



Want to get involved?

Speak to a staff member at this service or join our Participant Register and be invited to take part in client-centred surveys, discussions and projects. Contact Cassandra Bawden at the Council to Homeless Persons on (03) 8415 6210 or via email at Cassandra@chp.org.au

Tear off below