



ACHL Consumer Rights Policy (Version 1.0)

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1. Introduction

Aboriginal Community Housing Limited (ACHL) acknowledges that people experiencing homelessness, or who are in housing crisis, are one of the most vulnerable and marginalised groups in society. All people in need of housing are at risk of their life situation deteriorating due to the lack of affordable and sustainable housing.

2. Aim

To describe a minimum standard of service which offers applicants, customers and tenants, culturally competent, flexible, respectful and fair treatment when receiving services.

3. Principles

ACHL acknowledges and undertakes to uphold the rights of people seeking services and assistance. These include the applicants, customers and tenants right to:

3.1. Assistance

To provide responsive assistance to prevent crisis. To help to access other support services as identified and required. To ensure the housing offered is both sustainable and affordable.

3.2. Access

ACHL provides resources to afterhours support for customers and tenants. ACHL endeavours to provide local office/ worker access within range of its service area catchments.

3.3. Safety

ACHL will provide a safe and secure environment for services delivered and in accommodation managed by ACHL.

3.4. Non-discriminatory service delivery

ACHL will provide access and support regardless of age, gender, religious or political affiliation, ethnicity or sexual orientation.

3.5. Dignity and respect

ACHL acknowledges the intrinsic worth of all customers and treats them with respect and positive regard

3.6. Privacy and confidentiality

ACHL respects the privacy of all people who provide their personal information and as such complies with the requirements of all privacy legislation.

3.7. Make a complaint or appeal a decision

An applicant, customer or tenant can appeal any decision or action made by ACHL which affects them. ACHL has in place both a complaints and appeals policy and procedure. Any person who is dissatisfied with a decision or action taken by ACHL is to be encouraged and supported to lodge either an appeal or a complaint.

3.8. Timely response

ACHL will ensure that customers and tenants receive timely access to services and responses in receiving assistance.

4. Related legislation, industry frameworks and standards, ACHL policy and procedures**4.1. Standards**

National Community Housing Standards: Section 3 – Tenants Rights and Participation
Department of Human Services Standards: Standard 1 – Empowerment, Standard 2 – Access and Engagement

4.2. Legislation

Aboriginal Land Rights Act 1983 No. 42 (NSW)
Housing Assistance Act 1996 (COM)
Housing Act. 1983 (VIC)
Housing Act 2003 (QLD)
Privacy Act 1988 (COM)
Privacy and Personal Information Act 1998 (NSW)
Support Accommodation Assistance Act 1994 (COM)

Related legislation, industry frameworks and standards, ACHL policy and procedures (cont.)

Anti-Discrimination Act 1977 (NSW)

Queensland Human Rights Act 2019

4.3. Residential Tenancy Acts

Residential Tenancies Act. 1997 (VIC)

Residential Tenancies Act 2010 (NSW)

Residential Tenancies Act 1987 (WA)

Residential Tenancy Act 1997 (TAS)

Residential Tenancies Act 1995 (SA)

Residential Tenancies and Rooming Accommodation Act 2008 (QLD)
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4.4. Codes, frameworks and agreements

The National Affordable Housing Agreement

OOH, Homelessness Assistance Program Guidelines and Conditions Funding 2006-2009 (VIC)
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Consumer Charter for Community Managed Housing and Homelessness Services
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Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services

National Regulatory Code

Victorian Regulatory Framework

The Human Rights and Responsibilities Charter Act 2006 (VIC)
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4.5. ACHL related policies and processes

ACHL Housing and Homelessness Policies and Procedures

ACHL External Complaints Policy

ACHL Customer Promise

ACHL Tenancy Manual

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