



# Consumer Rights Policy

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## 1. Aim

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

## 2. Scope

This policy applies to each member of the ACHVL being, at the commencement of this policy, Building Communities (Vic) Limited (a registered housing provider in Victoria) and Building Communities Housing Limited.

## 3. Principles of ACHVL Consumer Rights Policy

ACHVL acknowledges and undertakes to uphold the rights of people seeking services and assistance. These include the applicants, clients 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

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

### 3.3. Safety

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

### 3.4. Non-discriminatory service delivery

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

### 3.5. Dignity and respect

ACHVL acknowledges the intrinsic worth of all clients and treats them with respect and positive regard

### 3.6. Privacy and confidentiality

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

### 3.8. Timely response

ACHVL will ensure that clients and tenants receive timely access to services and responses in receiving assistance.



#### 4. Related legislation, industry frameworks and standards, ACHVL policy and procedures

Privacy Act 1988 (COM)
Information Privacy Act 2000 (VIC)
Support Accommodation Assistance Act 1994 (COM)
Equal Opportunity Act 2010 (VIC)
Consumer Charter for Community Managed Housing and Homelessness Services
Performance Standards for Housing Providers issued by the Victorian Housing Registrar
Department of Human Services Standards: Standard 1 – Empowerment, Standard 2 – Access and Engagement
Victoria Housing Act 1983 (Vic) and associated Victorian Regulatory Framework
ACHVL External Complaints, Feedback & Appeals Policy
ACHVL Homelessness and Housing Services Work Procedures
ACHVL Continuous Improvement Policy and Procedures
ACHVL Victorian Customer Promise