



GREAT LAKES  
Womens  
Shelter

WOMEN'S  
COMMUNITY  
SHELTERS

## Client Charter

We will work with you to make sure you receive the best possible assistance to access safe, affordable and secure housing. We are committed to working with you in a respectful way that protects your dignity, is fair, and does not discriminate.

- You will be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status.
- Your personal privacy will be respected and confidentiality protected, except where we have a legal obligation, and we will explain to you what this means when you use our service.
- You have the right to use our service if it matches your needs and what we are funded to provide.
- We will work in partnership with you to identify your needs and develop a plan with you and other agencies to meet your needs.
- You have the right to put forward a complaint and we will respond in a confidential, respectful and timely way.
- We will inform you of your rights and responsibilities when you receive a service from us.
- You will be provided with opportunities to take an active role in the decision-making processes of our service.
- We will provide you with a range of suitable referral and support options so you can make a decision on which service you prefer to work with.
- We aim for you to feel safe and we will have systems in place to ensure protection from harm.
- You can expect our service to meet health and safety requirements.
- You will receive the same quality and level of service regardless of your gender, religious, cultural or linguistic background, sexual orientation, age, disability, or family status.
- We will regularly ask for your opinions, and seek suggestions on the services we offer.
- If you have a child under 16 years, you have the right to have their needs considered and linked to suitable responses.

### **As a client of a Specialist Homelessness Service you have a responsibility to:**

- be respectful of others, including staff, volunteers and other clients
- be respectful of the organisation's property
- be an active participant in your service
- participate in the service in a fit state (not under the influence of drugs or alcohol)
- maintain confidentiality regarding information about other clients or participants in groups or programs
- provide accurate information about yourself in order to receive the best service.