

H36. CHARTER OF RIGHTS AND RESPONSIBILITIES

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	2.0
Section:	Housing
Applies To:	Board, Management and Staff of all IAC Services
Date:	October 2015 (Review October 2018)

Rights

As a housing tenant I have the following rights:

1. General

- to be treated and accepted as an individual, and to have my individual preferences respected
- to be treated with dignity, with my privacy respected
- to receive housing services that are respectful of me, my family and home
- to full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my housing services
- to be treated without exploitation, abuse, discrimination, harassment or neglect
- to be treated fairly and consistently with all other IAC tenants
- to receive housing services that are consistent with the Residential Tenancies Act 2010 and other applicable Acts

2. Participation

- to have my voice heard in relation to community housing services
- to participate in making decisions that affect my housing services
- to have my representative participate in decisions relating to my housing services if I do not have capacity

3. Tenant Services

- to receive reliable, coordinated, safe, quality services which are appropriate to my tenancy needs
- to ongoing review of the housing services I receive (both periodic and in response to changes in my personal circumstances), and modification of those services as required
- to receive support and assistance should I have trouble sustaining my tenancy or should I be absent from my home for an extended period
- to fair and transparent assessment and implementation of repairs and maintenance to ensure that my home is of an acceptable standard of quality

Rights (cont)

As a housing tenant I have the following rights:

4. Personal Information

- to privacy and confidentiality of my personal information
- to access my personal information

5. Communication

- to be helped to understand any information I am given
- to be given a copy of the Charter of Rights
- to be offered a written lease agreement
- to choose a person to speak on my behalf for any purpose

6. Comments and Complaints

- to be given information on how to make comments and complaints about the housing services I receive
- to complain about the housing services I receive, without fear of losing the service or being disadvantaged in any other way
- to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern

7. Rent and Tenancy Charges

- to have my rent and tenancy charges determined in a way that is transparent, accessible and fair
- to receive notices that are clear and in a format that is understandable
- to have my rent reviewed periodically and on request when there are changes to my household circumstances
- to have any charges for damage fairly assessed and to be notified in writing if I am liable for repair costs
- to be able to appeal tenancy charges and tenant repair costs
- to be notified of any changes to policies or procedures related to tenancy charges

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Responsibilities

As a housing tenant I have the following responsibilities:

1. General

- to look after and maintain my home
- to keep my home clean and in a good condition relative to the age of the property and appropriate wear and tear
- to respect the rights of housing workers to their human, legal and industrial rights including the right to work in a safe environment
- to treat housing workers without exploitation, abuse, discrimination or harassment

2. Housing Services

- to abide by the Residential Tenancies Act 2010 and other applicable Acts
- to abide by the terms of my lease agreement
- to abide by IAC housing policies and procedures
- to acknowledge that my needs may change and to negotiate modifications of my housing services when my needs do change
- to accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

3. Communication

- to give the IAC accurate and timely information about changes to my household circumstances
- to give the IAC information about any potential housing issues, repairs or damage that may impact on the value or costs of maintaining the property
- to report all cases of property damage, vandalism or other criminal activity to the IAC
- to tell the IAC and their staff about any problems with the housing services that I receive

Responsibilities (cont)

As a housing tenant I have the following responsibilities:

4. Access

- to allow safe and reasonable access for housing staff and their agents at the times specified for housing inspections or by other agreement
- to provide reasonable notice if I no longer require housing services

5. Rent and Tenancy Charges

- to pay any rent or tenancy charge as specified or negotiate an alternative arrangement with the IAC if any changes occur in my household circumstances
- to provide enough information for the IAC to determine an appropriate level of rent and other tenancy charges