Our Vision

All Women in our communities will have safe, secure, affordable housing choices.



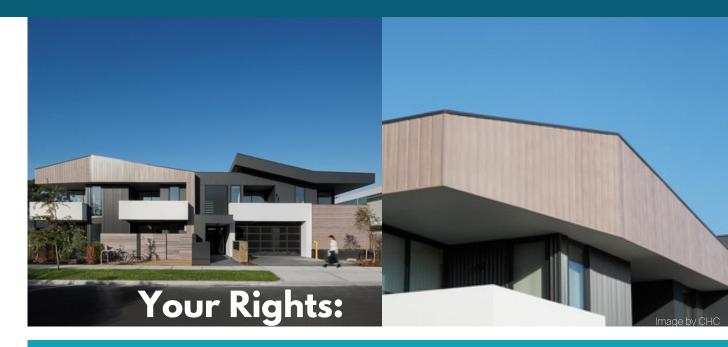


Our Mission

To be a leading provider of specialist housing services for women who are disadvantaged in the housing market

Your Responsibilities:

- Respect & self determination:
- Treat staff and other residents with courtesy and respect
- Respect the rights of neighbours
- Abide by the terms of your tenancy or residency agreement
- Take personal responsibility for your actions
- Openness & Communication:
- Be honest and thorough when providing necessary personal information and interacting with staff
- Fairness & Justice:
- · Notify us promptly of any illegal or damage
- Be honest in your dealings with us
- Provide accurate information
- To support the rights of other tenants, residents and neighbours
- Abide by the law and tenancy agreement
- Integrity:
- Do everything in your power to provide a safe home environment
- Provide reasonable access to staff and contractors
- Ensure that staff and contractors treat you in a respectful and lawful manner
- Complain if you think a complaint is justified



RESPECT & SELF DETERMINATION

- Acknowledge the value and dignity of each person, and their right to be treated with understanding, empathy and courtesy.
- Recognize the unique life experience of each individua
- Respect the culture and beliefs of all clients and explore diversity as an opportunity for learning and growth.
- Abide by the Victorian Carter of Human Rights

INTEGRITY

- Operate within an ethical and moral framework that inspires trust and confidence in our organisation.
- Pursue our goals through sound planning, decisions and actions, with transparency and accountability.
- Provide training to our staff to operate effectively across all of the challenges of the organisation.
- Pursue continuous improvement

OPENNESS & COMMUNICATION

- Promote open discussion, engage with the strengths of clients, share our expertise, knowledge and information for the full benefit of clients
- Listen to diverse opinions, perspectives and choices, to enable meaningful communication.
- Ensure information is accurate, accessible and understandable and provided in a way that enables clients to make well informed decisions
- Respond to inquiries in a timely and culturally appropriate manner
- Provide an interpreter service

FAIRNESS & JUSTICE

- Create egalitarian policies based upon principles of equality, understanding and valuing of human rights.
- Validate women's experiences and advocate for women in the housing arena.
- Ensure all service allocation processes are fair and based on client need.
- Identify and break down any barriers to access to individuals and groups.
- Respond to complaints in a fair and transparent manner
- Adhere to the Residential Tenancies Act and the Housing Act.