

Our Vision

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



CONTACT US

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YOUR RIGHTS AND RESPONSIBILITIES

WOMENS HOUSING LTD.

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



Your Rights:



Image by CHC

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 individual
- Respect the culture and beliefs of all clients and explore diversity as an opportunity for learning and growth.
- Abide by the Victorian Charter 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 for individuals and groups.
- Respond to complaints in a fair and transparent manner.
- Adhere to the Residential Tenancies Act and the Housing Act.