



Housing Plus

# Client Charter: Our Commitment to you

Housing Plus aims to provide high quality services and information. This charter sets out what you can expect from us and the help we need from you.



*We need to hear from you if we are not achieving the standards set out in the charter. We also welcome your comments and suggestions as to how we can improve our service to you.*

### Our Vision

Our vision is for safe, engaged and vibrant communities, in which individuals enjoy opportunity to thrive.

### Our Mission

To empower individuals and community through purposeful accommodation, integrated support services, and social justice.

### Our Values

**Empower:** To respect our stakeholders and provide quality client care and service through engagement and empowerment. We will be transparent, approachable and accountable.

**Excellence:** To provide skilled and professional staff and directors who are diligent, ethical and committed to the business objectives and are leaders within the sector

**Diversity:** To be an organisation committed to diversity and equality by delivering ethical, non-discriminatory and culturally aware services.

# What clients can expect from Housing Plus

## Commitment to High Quality Client Service

At Housing Plus, we are committed to knowing our clients and meeting their individual needs. We aim to provide the highest level of assistance across our range of services.

This means we will:

- + Provide a high level of client service
- + Listen to you and value your individual circumstances and address your changing needs
- + Treat you in a respectful, fair, non-discriminatory and culturally sensitive way
- + Provide safe and appropriate services
- + Provide information related to rights and responsibilities



## Commitment to Accessible Services and Information

Housing Plus ensures that clients have access to services and information. We will work with clients to remove or limit barriers to access and information.

This means we will:

- + Provide offices and services that are accessible, located centrally and are close to public transport
- + Provide fact sheets that are easy to read and can be accessed in our offices and through our website
- + Provide access to interpreter services free of charge
- + Work in partnership with you to identify

your needs and assist you to access other agencies to meet your needs.

## Commitment to Quality Improvement

We value your opinion and want to hear what you think about the quality of our services. We will use your feedback to improve our products and services.

This means we will:

- + Regularly ask for your opinions, and seek suggestions on the services we offer
- + Provide opportunities for you to take an active role in decision-making about the services we provide
- + Develop new services that take into account your feedback

## Commitment to Privacy

Housing Plus is committed to maintaining strict confidentiality in relation to client records, application records, and any other documents of a personal nature.

Our client information is regulated by the Privacy and Personal Information Protection Act 1998 (Privacy Act), the Health Records and Information Privacy Act 2002 (Health Privacy Act) and the Crimes (Domestic and Personal Violence) Act 2007.

These laws tell us:

- + What information we can collect and how we collect it
- + How we store and protect personal and health information
- + How you can find out what information we hold and correct it if it is wrong
- + How we can use and disclose your information including special protection for health safety and other sensitive information
- + How you can complain about breaches of your privacy.

## Are you currently homeless or at risk of homelessness?

We will work with you to make sure you receive the best possible assistance to avoid becoming homeless or, if you are homeless, 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.

This means we will:

- + Assist you to access safe and affordable accommodation
- + Ensure our services meet health and safety requirements
- + Aim for you to feel safe and we will have systems in place to ensure protection from harm





## Our Service Standards

Service Standard	Our Target
<b>At our counters</b>	
Waiting times	90% of our clients (with simple enquiries) are assisted within 10 minutes
Pointing clients in the right direction for enquiries	Accurate information 100% of the time
Staff wearing their name badges and ID	100% of the time
<b>When Contacting Housing Plus</b>	
Answering the phone	Within 3 rings and correct greeting 100% of the time
Responding to telephone messages	Response within 1 working day
Responding to contact through social media	Response within 1 working day
Responding to urgent client letters, emails and faxes	Response within 1 working day
Responding to general client letters, emails and faxes	Response within 7 working days
Complaints and Appeals lodged to Housing Plus	Outcome within 21 days
<b>Maintenance</b>	
Emergency Repairs e.g. Sewer overflow, safety, security, essential services failure, dangerous roof leaks	Within 24 hours of report
Urgent Repairs eg. Plumbing, carpentry, glazing, electrical (non-emergency), heating/cooling	Within 5 working days of report
Routine Repairs eg. General repairs, hole in wall.	Within 28 days of report
<b>Domestic Violence and Homelessness Services</b>	
Waiting times (Booked appointments)	90% of clients (with a booked appointment) are seen within 5 minutes
Waiting times (Walk-in)	90% of clients with (who do not have a booked appointment) seen within 15 minutes or we will make an appointment for another time
On-Call Homelessness Phone	Missed calls to be returned within 1 hour
Contact from an external referral agency	1st contact attempt within 1 business day

*If you would like a copy of this charter in another format or language or would like this read to you, please ask a member of staff.*

### Your Responsibilities

As a client of Housing Plus, we ask that you treat our staff, contractors and other clients with respect. If you behave in a violent or threatening way, we may refuse to deal with your query or ask you to leave the office.

We also ask that you:

- + Provide accurate information so we can provide a quality service that meets your needs
- + Take care for your own safety and ensure your actions do not adversely affect the health and safety of other people
- + Comply with any reasonable instructions given by Housing Plus regarding your health and safety
- + Be an active participant in your service
- + Attend any booked appointments on time or contact us if you are unable to attend
- + Access services in a fit state (not under the influence of drugs or alcohol)
- + Maintain confidentiality about other clients



### Do you have feedback?

We value your feedback as it helps us to understand what is important to you and where we need to improve.

You can provide feedback:

-  Contact your local Housing Plus office
-  Visit [housingplus.com.au](http://housingplus.com.au)
-  Call us on 1800 603 300
-  Write to us:  
Chief Operating Officer,  
Housing Plus  
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