



**BIRRIBEE
HOUSING**



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Homelessness Service Client Rights and Responsibilities



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About this Document

This policy outlines the processes for:

- Outlining a clear expectation of Specialist Homelessness Service (SHS) service within Birribee Housing to comprehend and inform clients and prospective clients of their rights and responsibilities in relation to requesting and receiving services from the organisation

This policy applies to:

- All Birribee Housing staff and Board members

The Chief Executive Officer is responsible for administration, revision, interpretation and application of this policy. Birribee staff are responsible for implementing the policy. The policy shall be reviewed regularly.

SHS Client Rights and Responsibilities Policy

Birribee Housing retains a SHS Client Rights and Responsibilities Policy that applies to all people requesting or receiving a service from the organisation. The SHS Client Rights and Responsibilities Policy is based on the SHS Charter of Rights and Responsibilities.

1 SHS Client Rights

- 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 your confidentiality will be protected, except when we have a legal obligation (and we will explain 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 those needs
- You have the right to raise a complaint, and we will respond in a confidential, respectful and timely manner
- We will inform you of your rights and responsibilities when you receive a service from us
- You will be expected and encouraged to take an active role in the decision-making processes of your services
- We aim for you to feel safe, and we will establish systems to ensure your 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 you for your opinions and seek suggestions regarding the services that we offer
- Should you wish to make a complaint about the way in you have been treated complaints can be:
 - provided in writing to PO Box 1425, Parramatta NSW 2124
 - emailed to office@birribee.org.au
 - provided over the phone 1800 247 742
 - lodged at a Birribee office
 - provided verbally to one of our staff, who can record and lodge the complaint.
 - or you can make a complaint to the NSW Ombudsman at <https://www.ombo.nsw.gov.au/Making-a-complaint/complaints-we-handle/complaints-about-community-services>



2 SHS Client Responsibilities

- Be respectful of others, including staff, volunteers, and other clients
- Be respectful of the organisation's property
- Be an active Client 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 Clients in groups or program
- Provide accurate information about yourself to receive the best service

All staff and volunteers are made aware of the SHS Client Rights and Responsibilities Policy and are expected to uphold the rights of clients in all aspects of their work. All clients are made aware of their rights and responsibilities, at service entry, in a way that is aligned with their communication needs.

To support the implementation of the SHS Client Rights and Responsibilities Policy, Birribee Housing:

- Ensures that the organisation can adequately deliver the rights statements identified in the SHS Client Rights and Responsibilities Policy
- Implements processes at service entry to ensure that all clients are aware of their rights and responsibilities
- Encourages regular feedback from clients and other stakeholders regarding the service provided encourages client participation in improving services
- Provides an integrated service response with external service providers to meet the identified needs of clients and to uphold their rights
- Employs skilled staff who respect the clients' rights and who understand the organisation's responsibilities to clients; and
- Raises awareness about the SHS Client Rights and Responsibilities Policy with all staff and volunteers at induction, in team meetings, through training and in regular supervision.

3 SHS Client Cancellations and No Shows

Birribee Housing respects that unexpected events occur; however, adequate notice of cancellations is necessary to maintain efficient, safe, and cost-effective service delivery.

All cancellations and no-shows will be recorded in CIMS for transparency and trend analysis.

Clients (or their representative) are expected to:

- Provide at least two (2) business days' notice when cancelling a scheduled service.
- Contact Birribee Housing as soon as possible if unable to attend a scheduled appointment or be home.
- Keep contact details (including emergency contacts) up to date.
- Notify Birribee Housing if hospitalised or experiencing an event that impacts service attendance

If a client does not appear (no show) without notice as above, Birribee Housing will attempt to make contact with the client in the first instance to reschedule. For repeated or unnotified no-shows, Birribee Housing may implement consequences, such as charging a fee, or ultimately withdrawing services. Clients will be provided with a notice at one (1), two (2), and three (3) cancellations whereby services may be withdrawn.

4 SHS Client Rights and Responsibilities Policy Distribution

Birribee Housing understands and supports the principles of fairness and human rights in all aspects of service delivery. It ensures that services are provided in an environment that is free from discrimination, financial, sexual, physical, and emotional abuse, neglect or exploitation. The SHS Client Rights and Responsibilities Policy is



provided to all clients upon their entry to the service. To ensure that clients understand the Policy contents, the following strategies are applied:

- The client's case worker explains each point in a manner that is aligned with the client's communication needs. This may mean providing the SHS Client Rights and Responsibilities Policy in alternative formats, such as in plain English, Braille or translated into a community language. If required, an interpreter is engaged to explain the SHS Client Rights and Responsibilities Policy verbally, in another language.
- The client is provided with the SHS Client Rights and Responsibilities Policy in writing and, if needed, in an alternative or translated format
- A copy of the SHS Client Rights and Responsibilities Policy and Birribee Housing's complaints policy is provided to the client on entry to the service
- All clients are asked to sign a copy of the SHS Client Rights and Responsibilities Policy to ensure that they have understood their rights and responsibilities.

5 SHS Client Rights and Responsibilities Policy Access

The SHS Client Rights and Responsibilities Policy is made accessible through the following mechanisms:

- Displaying it in key areas of the service's premises, where clients will see it
- Making it available in accessible formats or in other languages
- Offering copies to individual clients
- Explaining it to clients as part of the assessment process.

6 Ongoing Monitoring of SHS Client Rights and Responsibilities Policy Implementation

Staff are reminded of the SHS Client Rights and Responsibilities Policy at the team meeting and in supervision sessions. They are provided an opportunity to clarify its application in any specific situation that they may be experiencing with clients and, if needed, to receive further training.

Clients are occasionally reminded of the SHS Client Rights and Responsibilities Policy by their caseworker as a part of case reviews

Clients are asked whether they feel that their rights are being respected. Birribee Housing will act promptly to address any concerns that a client raises in relation to their rights not being respected

If a client is not meeting their responsibilities, Birribee Housing will go over the responsibilities with the client again in a manner that is aligned with the client's communication needs. Caseworkers will work with each client to support them in complying with their responsibilities. If the client is still unable to meet his or her responsibilities, then the effects of this will be assessed at the workplace — such as in relation to workplace health and safety, service capacity and efficiency — by the Team Leader. The client's non-compliance with his or her responsibilities will be raised with the client, along with the consequences of further non-compliance.



Responsibilities

Role	Responsibilities
CEO	<ul style="list-style-type: none">• Monitors and Reports to the Board implementation of the SHS Client Rights and Responsibilities Policy.• Ensures SHS Client Rights and Responsibilities Policy is displayed at all sites and on the website.
Service Leads	<ul style="list-style-type: none">• Monitors and Reports to the CEO implementation and any breaches of the SHS Client Rights and Responsibilities Policy.• Ensures SHS Client Rights and Responsibilities Policy is displayed at all sites and on the website.• Ensures monitoring, compliance and reporting mechanisms are undertaken and provided per Section 6 of this policy.• Includes SHS Client Rights and Responsibilities Policy in team meetings regularly.• Collaborates with the CEO and Managers to provide an understanding of the Policy for staff and clients.
Managers	<ul style="list-style-type: none">• Monitors and Reports to the Service Leads implementation and any breaches of the SHS Client Rights and Responsibilities Policy.• Ensures SHS Client Rights and Responsibilities Policy is displayed at all sites and on the website.• Includes SHS Client Rights and Responsibilities Policy in team meetings regularly.• Collaborates with the CEO and Service Leads to provide an understanding of the Policy for staff and clients.• Supports the Service Leads to ensure monitoring, compliance and reporting mechanisms are undertaken and provided per Section 6 of this policy.
Staff Members	<ul style="list-style-type: none">• Provides the SHS Client Rights and Responsibilities Policy to all clients.• Actively participates in Rights and Responsibilities training and initiatives.• Demonstrates understanding and compliance with the SHS Client Rights and Responsibilities Policy.



Document Information

Drafted by	Highwire Group on instruction of Corporate Services
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Date approved	14 January 2026
Replaces existing policies, procedures and/or factsheets	New Policy
ASES Relevance	Section 7. Service Outcomes.

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