

How to make a complaint

Launch Housing is committed to providing quality services. We encourage you to give feedback about our services, the good things and not so good things. We would like to know if you experience:

- a lack of courtesy or unfair treatment
- unresponsive, inflexible or inadequate service
- a breach of your right to privacy
- concern about any of our policies or procedures.

Sometimes a problem can be sorted out immediately by speaking to the staff member involved or their supervisor. If this doesn't happen, then we encourage you to make a complaint. We will deal with your complaint quickly, fairly and to the best of our ability.

You may:

- make a verbal complaint to a Launch Housing worker
- ask for a complaint registration form and a complaint information sheet
- lodge your complaint through one of the services listed on the back of this brochure
- email your complaint to feedback@launchhousing.org.au.

You may also want to appeal against a decision we have made.

Contact us

Contact one of our managers or coordinators on

- t** 9288 9600
- f** 9288 9601
- e** feedback@launchhousing.org.au

You may be able to get independent advocacy and advice from:

Homelessness Advocacy Service (HAS)

Assistance with advocacy and complaints regarding government funded homelessness support and accommodation services.

t 1800 066 256 (freecall)

Victorian Equal Opportunity and Human Rights Commission (VEOHRC)

Assistance to resolve complaints about discrimination, sexual harassment and racial or religious vilification.

t 1300 891 848
1300 289 621 (TTY)
e complaints@veohrc.vic.gov.au

Action on Disability within Ethnic Communities (ADEC)

Assists people with disabilities from ethnic backgrounds, their carers and families to access services.

t (03) 9480 1666 or
1800 626 078 (freecall)

Homeless law

Free legal assistance.

t 1800 606 313

Tenants Union of Victoria (TUV)

Provides tenancy advice, assistance and advocacy.

t (03) 9416 2577

Housing Registrar

The Housing Registrar registers and regulates rental housing agencies in Victoria. If you feel your complaint has not been properly resolved by launch you can contact the Registrar.

t (03) 7005 8984

Launch
HOUSING

IT'S TIME TO END
HOMELESSNESS

Working together

Rights, feedback and privacy



Working with Launch Housing

This brochure is about:

- what you can expect from us and your responsibilities
- how to make a complaint
- your privacy rights.

At Launch Housing we believe:

- anyone can experience housing difficulties
- everyone receiving a service has the right to feel safe, secure and free from discrimination, judgment or harassment
- respect, honesty and understanding form the basis of working together effectively
- you have the right to make a complaint and have your complaint dealt with quickly and fairly
- you have the right to privacy
- you can ask family or friends to be included.

We would like you to tell us about the service you have received from us.

If you have questions or feedback about our services you can speak to your worker.

You can also give us feedback by getting a feedback form and reply-paid envelope from your worker, or you can email us at feedback@launchhousing.org.au.

Your Personal Information

At Launch Housing, we collect personal information so we can provide you with the most appropriate services.

As part of our privacy responsibilities to you we have strict procedures for managing and sharing your personal information.

Your privacy rights

- We will only collect information relevant to the service being provided.
- We will get your verbal or written consent to share information with services outside Launch Housing unless the information is allowed to be shared under the Family Violence or Child Information Sharing Schemes.
- Your information may be used for internal evaluation and planning purposes; i.e. the supervision of staff and ensuring quality service delivery.
- Your information may be used for research purposes. Any information used for research purposes is always de-identified, bound by privacy legislation and adheres to the strictest ethical standards.

Sometimes there are opportunities to share your story with the media and others. We will always get your permission before any of your information is shared with anyone else.

You have the right to access and correct your personal information. You can ask your worker about this process.

We may have to disclose your personal and health information to police and emergency services in situations where there is imminent threat to your life, health or safety or that of others, or instances where we are required to by law.

If you think we have breached your right to privacy you can make a complaint to Launch Housing or to these organisations:

Victorian Privacy Commissioner

 1300 666 444

Office of the Health Services Commissioner

 8601 5200 or 1800 136 066

Our responsibilities

Respect

We will treat you with dignity and respect.

Information

We will provide you with up-to-date information and options regarding services available to meet your needs.

Act in your best interests

We will make sure we help you work towards the outcomes you identify. If we are unable to assist you, we will make every effort to find a service that can.

Support

We will listen to you, support you to achieve your goals and encourage you to make your own decisions.

Privacy

We will treat your personal information confidentially and according to privacy legislation.

Your responsibilities

Respect

You will treat others and Launch Housing staff with dignity and respect.

Information

You will ensure that any information you provide us is accurate and kept up-to-date.

Work towards your goals

You will work with us to set and achieve the goals you have chosen.