

What to do if you think your rights have not been respected

Please discuss your concerns with your Support Worker or the Team Leader and refer to Juno's [Feedback and Complaints Brochure](#) for more information.

You can also contact the following agencies to seek advice:

Homelessness Advocacy Services (HAS)

Ph: 1800 066 256 (free) Address: 2 Stanley Street Collingwood 3066

Website: <http://chp.org.au/services/has/>

Victorian Equal Opportunity and Human Rights Commission

Ph. 9380 3900 Address: Level 3 204 Lygon Street Carlton 3053

Website:

<http://www.humanrightscommission.vic.gov.au/>

Your rights

Your rights as a client of Juno include to:

- Be treated with dignity and respect be informed about what is happening at all times and be involved in making decisions about the support received.
- Request an advocate to assist.
- Be informed about how to make suggestions, compliments and or complaints and be assisted to do this.
- Not to be discriminated against.
- Have information explained in a form that can be understood including having access to an interpreter as required.
- Have social, economic, cultural and geographic background, age, disability, sexual orientation religious beliefs, gender and gender identity taken into consideration in the way support is provided.
- Receive services in an environment free from violence, abuse, neglect and preventable injury have your abilities and skills respected.
- Be given reasons if you are refused a particular service.
- Have any information shared about you remain confidential, unless there is risk of immediate harm, or required to by law, including [Part 5A: Family Violence Information Sharing Scheme](#).



JUNO

Clients' Rights & Responsibilities

Juno outlines clients' rights and responsibilities in accordance with The Charter of Human Rights and Responsibilities Victoria and works from a rights-based framework.

Juno

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<http://www.juno.org.au>

ABN 53 578 663 810



Cultural Rights

Juno has a responsibility to consider the cultural rights of any Aboriginal and Torres Strait Islander person using our service, as outlined in Section 19(2) of the Charter of Human Rights and Responsibilities.

Further information on cultural rights can be found here:

<https://www.humanrights.vic.gov.au/resources/aboriginal-cultural-rights/>

You can raise your cultural rights any time you are accessing Juno's services. If you believe your cultural rights have not been respected, you can speak to your Support Worker or get help/ make a complaint by phoning the Victorian Equal Opportunity and Human Rights Commission on 1300 292 153.

Your responsibilities

Your responsibilities as a client of Juno include to:

- Treat other people with dignity and respect work together with your support worker to achieve your goals.
- Communicate openly and honestly.
- Provide feedback on Juno services in the form of suggestions, compliments and/or complaints.
- Be responsible for decisions that you make.

Your children's rights

Juno is guided by The United Nations Convention on the Rights of the Child, which sets out rights that must be met for children to develop their full potential.

Your children's rights as a client of Juno include to:

- Receive a service from Juno.
- Be treated with dignity and respect at all times.
- Receive individualised support.
- Receive non-judgemental, culturally sensitive and developmentally appropriate support.
- Not to be discriminated against.
- Have information explained in a form that can be understood including having access to an interpreter as required.
- Receive services in an environment that is free from violence, abuse, neglect and preventable injury.
- Have their abilities and skills respected.
- Have any information shared about them remain confidential, unless there is risk of immediate harm, or required to by law, including Part 5A: Family Violence Information Sharing Scheme.