

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 a support person to assist you during any appointments.
- 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 way you understand, including having access to an interpreter when needed.
- Have social, economic, cultural and geographic background, age, disability, sexual orientation religious beliefs and gender identity taken into consideration in the way support is provided.
- Receive services in an environment free from violence, abuse, bullying, 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 the decisions that you make.

Legislation In Victoria, there are two pieces of legislation designed to protect information. These are the [Privacy and Data Protection Act 2014](#) which applies to the treatment of all personal information collected about you by Juno and the [Health Records Act 2001](#) which relates to the treatment of any health information Juno may be required to collect about you. [Part 5A: Family Violence Information Sharing Scheme 2018](#) relates to how your information can be shared between authorised organisations to assess and manage family violence risk and the Children, Youth and Families Act 2015 guides the actions of community services to act within the best interest of children and families.

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.