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

1 9288 9600
1 9288 9601
email 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.

1 1800 066 256 (freecall)

Victorian Equal Opportunity and Human Rights Commission
Assistance to resolve complaints about discrimination, sexual harassment and racial or religious vilification.

1 1300 891 848
1 1300 289 621 (TTY)
email 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

1 (03) 9480 1666 or
1 1800 626 078 (freecall)

Homeless law
Free legal assistance.

1 1800 606 313

Tenants Union of Victoria (TUV)
Provides tenancy advice, assistance and advocacy.

1 (03) 9416 2577

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

1 (03) 9651 1402
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.

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 privacy rights

At Launch Housing, we collect personal information so we can provide you with services. As part of our privacy responsibilities to you:
- we will only collect information relevant to the service being provided
- we will get your verbal or written consent to share information with other services including other Launch Housing services
- your information may be used for research and planning purposes, but only when it has been de-identified and your personal details are removed.

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.

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 staff with dignity and respect.

Information
You will provide us with accurate and up-to-date information.

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