



**Council
to Homeless
Persons**

Information sheet

Homelessness Advocacy Service (HAS)

chp.org.au



Do you need homelessness or social housing service support?

If you have a problem with a homelessness assistance or social housing service – such as the transitional housing management (THM) program, a support service, or a rooming house – Council to Homeless Persons Homelessness Advocacy Service (HAS) can help.

What is HAS?

HAS is the key advocacy service for consumers who are without a home or at risk of experiencing homelessness.

The goal of HAS is to achieve mutually beneficial resolutions for consumers and service providers.

Some examples of problems you might want help with include:

- your rights not being respected
- breach of privacy and confidentiality
- not understanding information you have been given
- not knowing the best way to resolve an issue
- not receiving the service you believe you have a right to
- discrimination
- not being treated with dignity and respect
- being excluded from a service
- feeling unsafe in accommodation.

Contact HAS

The HAS Advocate at CHP is:

Angela Kyriakopoulos
1800 066 256 / 8415 6213
angela@chp.org.au

2 Stanley Street
Collingwood VIC 3066

How do we help?

CHP believes consumers should be aware of their rights and empowered to meaningfully participate in the homelessness system.

Each request for support is different, however the focus is always on trying to resolve the problem.

HAS will be guided by you about how to respond; because each person has different needs and is looking for a different outcome, the support varies from case to case.

HAS will advocate on your behalf, provide you with accurate information and advise you about your rights.

As a guide to what you can expect from HAS, responses might include:

- clarifying what is happening and trying to sort out any confusion or misunderstanding
- contacting the relevant service, discussing the problem and how best to resolve it
- support to negotiate complaint processes
- supporting consumers at a meeting with a service
- referral to a range of services such as material aid, support and external complaint bodies
- writing support letters
- mediation
- problem-solving.

Our approach

HAS recognises your right to live with dignity and bases its support activities on this rights-based approach. Its work is underpinned by the principles, rights and responsibilities outlined in the HAS Consumer Charter of Rights and Responsibilities. This document can be accessed at chp.org.au/our-values-and-policies.

HAS is aware of the impact of colonisation on Aboriginal individuals and communities.

CHP is committed to respecting and supporting the rights of children, and CHP Board members, employees and volunteers have a responsibility to act on child safety concerns and allegations that may arise in the course of their roles at CHP. Read our [child safe policy](#) for more information.

CHP welcomes feedback and complaints that will assist in service improvement. Read our complaints policy (at chp.org.au/our-values-and-policies) or call the office and speak with the HAS Advocate or their manager.

Useful resources

Victorian Equal Opportunity and Human Rights Commission Advice Line
1300 292 153 / www.humanrightscommission.vic.gov.au

Victorian Ombudsman
9613 6222 / 1800 806 314 / www.ombudsman.vic.gov.au

Dispute Settlement Centre of Victoria
9603 8370 / 1800 658 528 / www.disputes.vic.gov.au

Tenants Union of Victoria Advice Line
9416 2577 / www.tuv.org.au

Disability – Office of the Public Advocate
9603 9500 / 1300 309 33

Justice Connect – Homeless Law
8636 4400 / www.justiceconnect.org.au

LGBTIQ+ Victorian Pride Centre
7035 3592 / www.pridecentre.org.au

More information

For more information about Council to Homeless Persons or HAS, visit chp.org.au.