

# GUIDE TO YOUTH HOUSING PROJECT



## What is Youth Housing Project?

The Youth Housing Project (YHP) provides supported accommodation to young people, aged between 16 and 21, who are living away from home. The aim is to give young people some experience of living independently in their own flat. YHP employs Support Workers to assist tenants with any problems/issues they may encounter whilst living in our housing. The YHP Tenancy Management Worker is responsible for property management, and provides support about tenancy issues, such as - leases, rent and maintenance.

It is important when considering if YHP is right for you – "Do I really need or want support from youth workers?" We expect that our tenants will be open to having regular contact (minimum fortnightly) with workers. If you do not require support from youth workers, we can provide you with information about other types of housing that may be available to you.

Some of the type of things people may require support with are:

- Budgeting skills
- Maintaining your unit by keeping it clean and tidy
- Shopping and cooking
- dealing with friends who may see your home as a place to crash
- living as part of a community
- getting health problems sorted out
- Relationships and boundaries around relationships
- coping with things that have happened to you in the past
- where to go to sort out legal issues
- Education and employment

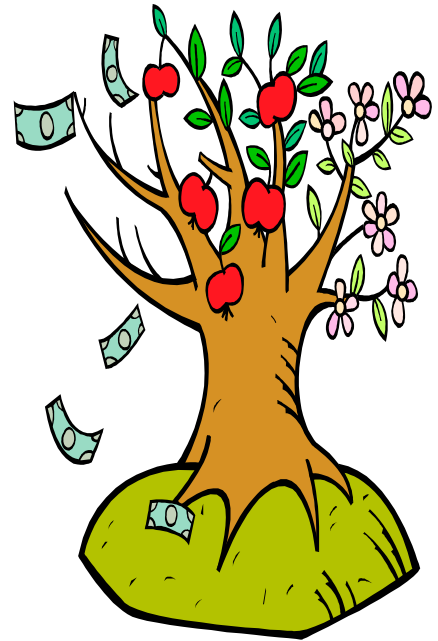
The workers at YHP may be able to assist you with some issues; put you in touch with other people who can; or can just be an understanding ear.

## What will it cost to stay at Youth Housing Project?

If on an income **Rent** at YHP is calculated based on your income, plus rent assistance (if applicable). YHP is guided by the Dept of Housing and Public Works Community Rent Policy and uses the Department of Housing & Public Works Community Housing Rent Calculator to assess your weekly rent which can be up to 25% of your income.

### **Bond**

If paying rent a rental bond is required, this is equivalent to four weeks rent. This can be paid off or paid in full. Bonds are lodged with the Residential Tenancies Authority (RTA).



**Telephone** connection and bills are a tenant's responsibility. Options for this are –

- landline phone to your flat (connection fees are approx. \$55 );
- “Incoming calls only” phone - this allows people to call you, however, you are not able to call out except to “000” and Telstra, this connection is free but you need to have your own phone.
- mobile phone;
- Prepaid phone either mobile or land line

**Electricity/Gas** connection and bills are a tenant's responsibility.

Options for this are –

- direct debit arrangement
- paper account/bill comes through the mail

## **How long may I stay at Youth Housing Project?**

The length of time housed with YHP depends on your need for support provided by the YHP Support Workers. Throughout your tenancy the support workers will assist you to explore your housing options and to apply for either long-term housing or housing that suits your needs.

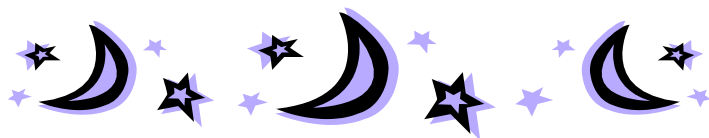
## **If I am housed at Youth Housing Project – what can I expect?**

There are a number of things you can expect:

- If YHP cannot meet your needs we will try to refer you to somewhere that can.
- YHP will provide support to you in a way which suits your individual needs.
- To engage in an open working relationship where some behaviours may be challenged, if we think that these may be either harmful or preventing the tenant to grow. Workers will not make decisions for you about how you will live your life.
- That your dealings with YHP will be treated in a confidential manner.
- To be consulted about your needs and what you would like to achieve. This will often occur at planning meetings between workers and yourself, which will be held every 8 weeks.
- That YHP works within the RTA guidelines after the first 13 week RTA exemption period. These procedures will be explained to you.

## **If I am housed at Youth Housing Project – what is expected of me?**

- To work on developing independent living skills.
- To access support from YHP.
- To be prepared to engage in an open working relationship.
- To keep to appointments made with workers. YHP workers will be flexible when re-negotiating appointment times where enough notice is given.
- To abide by the conditions of their Tenancy Agreement, be responsible for their flat, and what occurs there.



## **Youth Housing Project Policies**

These policies and procedures cover topics about the Tenancy Management and Support offered by Youth Housing Project.

All Youth Housing Projects original Policies and Procedures are available for viewing at the YHP office. Copies of these are available on request.

Youth Housing Project (YHP)

# Tenant Rights and Responsibilities



## YOUR RIGHTS AS A TENANT WITH YOUTH HOUSING PROJECT ARE:



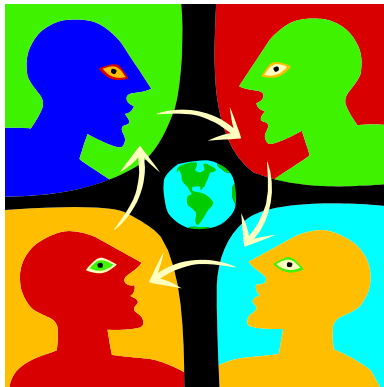
- To be treated respectfully, regardless of differences in appearance, cultural identity, sexuality, age, financial status, physical and mental health.
- That YHP recognises and works with you as an individual.
- To be listened to by YHP staff and Management Committee members.
- That confidentiality is maintained within the YHP workgroup. Your permission needs to be given before any information about you is shared outside the workgroup. The only situation where this would not occur is when YHP workers believe you may harm yourself or others.
- To have access to information kept about you at YHP.
- That your right to make your own choices and decisions is upheld by YHP. That YHP worker's will assist you to access information to enable you to make informed choices.
- That an accessible complaints/ grievance procedure is made available, if you are unhappy with a service you receive from YHP.
- To access support from YHP workers who are available to you Monday to Friday, from 9am to 5pm.



## YOUR RESPONSIBILITIES AS A TENANT OF YOUTH HOUSING PROJECT ARE:

- To treat YHP workers, YHP property and other tenants and neighbours respectfully.
- To be responsible for your own actions, decisions and choices and recognise how these impact on others as well as yourself.
- To not engage in any violent, abusive or harassing behaviour either verbally, emotionally or physically towards any YHP worker, other tenants, their visitors or neighbours.
- To be responsible for your own safety and that of your possessions.
- To communicate openly and honestly with workers and to discuss with them your individual support needs and goals and explore options to address these. To be proactive in this working relationship and not expect workers to do your work for you!
- To adhere to your Tenancy Agreement with YHP and abide by its requirements.
- To maintain regular contact with YHP workers; return phone calls; keep appointments or reschedule ahead of time; and to give notice of your intention to leave the accommodation.

# *TENANT'S GRIEVANCE/COMPLAINTS PROCEDURE*



Allows a tenant to make a complaint about the service they have received from Youth Housing Project:



## **THE *GRIEVANCE PROCEDURE* ALLOWS YOU AS A TENANT AT YHP TO:**

Make a complaint without fear of losing your housing or support. If you make a complaint it will be kept confidential and you can stop the action at any time. Each person involved will receive a documented record of the complaint and any outcomes. A copy will also be held on your file.

## **TYPES OF COMPLAINTS AND THE TIME IT WILL TAKE YHP TO RESPOND.**

### **1. *SIMPLE COMPLAINTS***

- ◆ Everyone agrees on the facts of what happened.
- ◆ The complaint is about something minor.
- ◆ YHP will respond to a simple complaint within 3 working days.

### **2. *COMPLEX COMPLAINTS***

- ◆ The complaint is more involved.
- ◆ A person from outside of YHP may assist everyone to talk about, and resolve the complaint.
- ◆ YHP will respond to a complex complaint within 3 working days.

### **3. *URGENT COMPLAINTS***

- ◆ The complaint is about alleged physical, emotional, sexual abuse or harassment, theft or other crimes.
- ◆ YHP will respond to an urgent complaint within 1 working day.

***If the timelines stated above are not kept, you will be given an explanation about what is causing the delay.***





## **HOW TO MAKE A COMPLAINT**

### **Step One**

Write, Email, text, use the Contact Us service on the YHP webpage, ring or talk to a worker and/or manager at YHP to raise the issue. The worker/manager will discuss your options with you.

Youth Housing Project supports clients making anonymous complaints however the complainant is advised it will be difficult to provide any information as to the outcome of the complaint or follow up on any information if they do not provide their name and contact details.

### **Step Two**

If the issue is not resolved a meeting can be organised with a worker and/or manager to talk about the issue further. You can bring a support person with you to this meeting. If you do not feel comfortable attending this meeting you also have the option of getting someone you trust to represent you at this meeting.

### **Step Three**

If you still feel the issue has not been resolved, you can meet with the worker and/or manager and a person from YHP's Management Committee. An independent person (that is someone not involved with you or YHP) will run this meeting to make sure everyone has their say and help work out a solution. Again, you can bring a support person with you to this meeting or be represented by another person.

### **Step Four**

If at this stage, you feel the issue has not been resolved, you can seek advice and assistance from outside YHP. Some relevant agencies include:

- ♦ *Residential Tenancies Authority (RTA):* 1300 366 311.
- ♦ *Tenant's Union:* (07) 3257 1108.
- ♦ *Anti-Discrimination Commission QLD:* 1300 130 670.
- ♦ *Queensland Ombudsman:* (07) 3005 7000 or 1800 068 908 (outside Brisbane).

## **THE APPEALS PROCEDURE FOR CLIENT'S OF YHP**



If a tenant, applicant or ex tenant (client) believes a decision made by Youth Housing Project in relation to their tenancy was unfair or incorrect, they have a right to appeal against the decision.

**Clients will not be discriminated against or punished for lodging an appeal.**

### **HOW TO MAKE AN APPEAL**

#### **Step One**

We encourage you to firstly talk to the person with whom you initially dealt with to see if the matter could be resolved.

#### **Step Two**

If you remain unhappy with the outcome of Youth Housing Project's decision, you may request that the original decision be reviewed. This may involve a formal appeal against such decision.

A Formal Appeal will be reviewed by someone who has not been substantially involved in the original decision such as the manager or management committee. You will receive a formal response in writing about the outcome of the appeal.

#### **Step Three**

If at this stage, you feel the issue has not been resolved, you can seek advice and assistance from outside YHP. Some relevant agencies include:

- ♦ *Residential Tenancies Authority (RTA):* 1300 366 311.
- ♦ *Tenant's Union:* 1300 744 263.
- ♦ *Anti-Discrimination Commission QLD:* 1300 130 670.
- ♦ *Queensland Ombudsman:* (07) 3005 7000 or 1800 068 908 (outside Brisbane).

**Please refer to our Appeals Policy for more information about our Appeals process.**

# Client Service Charter

## Our Vision

"Sustainable wellbeing through quality support"

## Our Purpose Statement

We provide safe and secure housing and responsive, flexible, quality support for young people. We do this by adhering to social justice principles, in particular, integrity, honesty, client participation, access and equity. We are also committed to maintaining collaborative partnerships and a growing sustainable organisation.

## Our YHP Statement of Values

YHP works proactively assisting young people facing complex barriers in their lives including systemic inequities and discrimination that lead to disadvantage and marginalisation. YHP's statement of values underpins and guides our practice; service delivery; individual and organisational behaviour.

### Our values are:

- Accountability
- Self determination
- Celebrating Diversity
- Fairness and equity
- Working Collaboratively
- Embracing Change

## Our Aim

The Youth Housing Project's Client Service Charter provides an outline of the level of service individuals can expect when accessing Youth Housing Project's services.

### What you can expect from us:

#### Quality responsive services

We will attend to you as quickly as we are able, wherever possible. This means that:

- we will answer the phone promptly
- if the person you talk to cannot answer your enquiry, they will put you in touch with someone who can give you an appropriate response
- we will respond to all your letters and emails
- if you lodge a complaint, we will work with you to understand and address your concerns. Please see the contact details below should you wish to lodge a complaint.

## **Courtesy and respect**

We will treat you with courtesy and respect.

## **Fair and equal services**

Our staff members are aware of the cultural diversity of our communities. We will provide services in a fair and equitable way.

Because we want everyone to be treated fairly, we will ensure we have premises and facilities that you can access easily.

## **Accountability**

You will receive up-to-date and accurate information. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist you, we will do our best to refer you to someone who can.

## **Confidentiality**

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly. Please note that in some circumstances, we may be required to release your information without your consent.

## **How you can assist us?**

### **Tell us your needs**

Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.

### **Tell us if things change for you**

Please tell us if there are changes we should know about, for example, changes to your contact details.

### **Tell us how we are doing**

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

Talk to a staff member or manager.

**Call us on 3256 0241** (9 am – 5 pm, Monday to Friday).

Contact us online at [manager@yhp.org.au](mailto:manager@yhp.org.au)

**Or tell us on [yoursay@yhp.org.au](mailto:yoursay@yhp.org.au)**

Write to us at:

Youth Housing Project,

P.O. Box 1111,

Lutwyche, 4030



Have

**[yoursay@yhp.org.au](mailto:yoursay@yhp.org.au)**

**Tell us what you think!**

But never really done it before or not sure  
on how to do it? ...you can do it confidentially through  
email:

**“DO YOU WANT TO BE HEARD?”**

**What is it?**

**[yoursay@yhp.org.au](mailto:yoursay@yhp.org.au)**

It's a way of giving feedback to YHP to better improve the way we provide our service at  
anytime:

- What you found helpful
- What you feel we should improve upon

**When feedback can be useful –**

**Is there anything at YPH that can be done differently?**

- What are the things you like best or are most useful about being in Youth Housing  
Project supported accommodation?
- If you want to say something positive about the way a worker works.
- If you are upset because of the way a worker has treated you?

**Who accesses this Information?**

The Manager at YHP and the Management Committee will access this information. Pending on  
the information, an investigation and policy will be followed.

**What this means for you:**

Your identity will be protected through organisational policy.

## **REPAIRS AND MAINTENANCE**



If your home requires repairs or maintenance work, please let us know. (If you are signed to the RTA lease please refer RTA Pocket Guide for tenant's page 4).

### **How to report a repair**

To report a repair, please call our office on **3256 0241** during YHP's business hours and ask for the Tenancy Management Worker. **Tenancy and Property Manager mob: 0409 795 464**

**Or email** all details to [tenancy@yhp.org.au](mailto:tenancy@yhp.org.au). Please include your name, address and best contact phone number. Please attach photos if they will help our Tenancy Management Worker identify the repair needed.

**YHP's office is open 9 am – 5 pm Monday to Friday.**

**AFTER HOURS:** If you need to call outside these hours, for **EMERGENCIES ONLY**, please ring our emergency numbers.

**These numbers are located in your Lease Agreement. It is advised to save these numbers in your mobile phone in case of emergency.**

When you call, the contractor will advise you whether your repair is considered urgent under the Residential Tenancies and Rooming Accommodation Act 2008

If your repair is not considered urgent, the call will be logged for the Tenancy Management Worker to attend to on the next business day.

### **Repair timeframes**

Once you have requested a repair, you will be given a timeframe for the work to be completed, and our tenancy manager will send a work order to the relevant contractor. Our contractor will contact you directly to arrange a convenient appointment time. If you need to change the appointment please call the contractor at least 24 hours in advance.

If you have any questions about the progress of your repairs, please call our office and ask for the Tenancy Management Worker.



## **CONTACT DETAILS FOR YHP STAFF**

### **YHP MANAGER**

Alison

Email: [manager@yhp.org.au](mailto:manager@yhp.org.au)

Mobile: 0418 795 464



### **YHP SUPPORT WORKERS**

Apande

Email: [apande.gong@yhp.org.au](mailto:apande.gong@yhp.org.au)

Mobile: 0448 599 910



Jess

Email: [jessica.budgen@yhp.org.au](mailto:jessica.budgen@yhp.org.au)

Mobile: 0408 010 115



Naomi

Email: [naomi.turner@yhp.org.au](mailto:naomi.turner@yhp.org.au)

Mobile: 0401 310 864



### **YHP TENANCY MANAGER**

Frank

Email: [frank.madero@yhp.org.au](mailto:frank.madero@yhp.org.au) or  
[tenancy@yhp.org.au](mailto:tenancy@yhp.org.au)

Mobile: 0409 795 464



### **YHP ADMIN & ASSISTANT TENANCY**

Penny

Email: [penny.craig@yhp.org.au](mailto:penny.craig@yhp.org.au)



### **WORKER**



**246 Sandgate Rd  
Albion Q 4010  
PO Box 1111  
Lutwyche Q 4030  
E. [manager@yhp.org.au](mailto:manager@yhp.org.au)  
P. 07 3256 0241  
f. 07 3256 0141  
Webpage: [www.yhp.org.au](http://www.yhp.org.au)  
YHP FREE CALL NUMBER  
1800 621 326**

**Would you like to become a member of the YHP organisation? We welcome our young people joining the organisation. Please talk to your support worker or you can ask any staff member about a Membership. It is just \$1.00 per year to join.**