



# Your rights and responsibilities in Supported Residential Services (SRS)

## Where to go for help

- Talk to a family member, friend or your support worker
- Independent trained volunteers known as Community Visitors will visit you if you need to talk about any problems at your SRS. Phone: (03) 9603 9500
- Contact the Department of Human Services SRS Unit or an Authorised Officer from one of the regions listed below. Phone: (03) 9616 7780

### **Barwon-South Western Region**

Cnr Fenwick & Little Malop Streets  
Geelong 3220 **(03) 5226 4540**

### **Eastern Metropolitan**

883 Whitehorse Road  
Box Hill 3128 **(03) 9843 6000**

### **Gippsland Region**

43 Grey Street  
Traralgon 3844 **(03) 5177 2500**

### **Northern Metropolitan**

145 Smith Street  
Fitzroy 3065 **(03) 9412 5333**

### **Grampians Region**

Cnr Mair & Doveton Streets  
Ballarat 3550 **(03) 5333 6669**

### **Southern Metropolitan**

122 Thomas Street  
Dandenong 3175 **(03) 9213 2111**

### **Hume Region**

74 Ovens Street  
Wangaratta 3677 **(03) 5722 0555**

### **Western Metropolitan**

71 Moreland Street  
Footscray 3011 **(03) 9275 7000**

### **Loddon Mallee Region**

37 Rowan Street  
Bendigo 3552 **(03) 5434 5555**



## For more information

SRS Resident's Handbook available from the Department of Human Services  
Phone: (03) 9616 7780

## It's your home

This means you can expect:

- healthy food
- privacy, dignity and respect
- a clean, tidy and well maintained place to live.

## Privacy

This means:

- no matter where you live, you need some time and space to yourself
- privacy screens should be available if you are sharing a room
- you should have somewhere to lock your valuables
- information about you cannot be shared without your permission.

## Safety

You should feel safe. This means:

- you can keep your belongings in a safe place
- you are not subjected to verbal, sexual, or any other kind of harassment or abuse
- no one is allowed to hit you or threaten to hurt you.

## Freedom of choice

This means you can:

- choose your own doctor and other service providers
- have family and friends visit
- practice a religion of your choice
- come and go when you wish.

## Work

You cannot be employed to work in the SRS or asked to do any unpaid work. It's OK if you choose to help with chores.

## Get it in writing

You should be given a written residential statement that tells you the following:

- Your fees and other charges and how these will be increased.
- The services that will be provided.
- How to make a complaint.

It is a good idea to also get in writing information about:

- any house rules that will apply to you
- reasons and how much notice you will get if the SRS asks you to leave.

## Money

Where possible you should manage your own money. If not, you can:

- ask a friend or relative to be your power of attorney; or
- apply to the Victorian Civil and Administrative Tribunal for an administrator to be appointed.

If the SRS manages your money they must keep a record of money received and what it is spent on.

## Resident responsibilities

Staff have responsibilities and so do residents. This means you should:

- keep your room clean and tidy
- respect other people's rights and privacy
- not take other people's things
- respect shared areas
- let staff know if you are going out and when you expect to return.

## Moving on

You should tell the SRS when you intend to move on. There is no set period of notice that relates to an SRS. How much notice you need to give will depend on what it says in your residential statement.