

For further information, advice or support, please contact one of the following services:

Regional Alliance West (RAW)

Independent tenancy advice, advocacy and access to the Private Rental Aboriginal Assistance Loan Scheme.

Mid-West Tel: 9938 0600

Carnarvon Tel: 0491 206 480

Consumer Protection for Residential Tenancies Act advice

Mid-West & Gascoyne Region Tel: 9920 9800

Tenancy WA

Independent tenancy advocacy, advice and education

Perth Tel: 9221 0088

Equal Opportunities Commission (WA)

Provides advice on general concerns or queries about rights and responsibilities under equal opportunity laws.

Perth Tel: 9216 3900

Toll free 1800 198 149



**MURCHISON REGION
ABORIGINAL CORPORATION**

Rights & Responsibilities for Applicants & Tenants

*Knowing and exercising your rights
and meeting your responsibilities
is empowerment*

If you are applying for or receiving a service from MRAC, you have the **right** to:

Respect for your culture

Be considered for housing based on fair policies

Information should be easy to understand and include who makes the decisions and how you will be informed.

Access support to maintain your MRAC tenancy

You have the opportunity to meet with MRAC staff to discuss your circumstances and be provided with options to help you manage your tenancy that suits your needs.

Feel safe

Your MRAC housing will be safe, secure and healthy.

Be free from discrimination

Information about your rights is made available and support provided if you feel discriminated against.

Respect, dignity and privacy

Make your own choices that will affect your future

MRAC will give you the information you need to make decisions including the possible consequences of those decisions.

Make a complaint or appeal a decision you do not agree with and receive an answer that makes sense to you.

MRAC will provide information on how to make a complaint or appeal a decision and provide an answer that makes sense to you.

You also have the **responsibility** to:

Respect the cultural backgrounds and privacy of others

Supply the correct and necessary information about you and your circumstances to MRAC

Fair access to housing relies on MRAC making decisions based on accurate information.

Respect the rights of others to feel safe

Applicants and tenants are responsible for ensuring their actions, or the actions of people invited into the home, do not make other people feel unsafe.

This includes dealing with MRAC staff in the office, in your home and during telephone calls.

Treat others with respect and dignity

Meet your responsibilities as a tenant

All tenants have obligations under the Residential Tenancies Act (1987). These include paying rent, treating neighbours and staff respectfully and looking after your home.

If you cannot pay rent or have another problem, contact MRAC quickly to discuss a solution that suits your needs and circumstances.