



# ACHL Service Delivery Policy (Version 1.0)

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## 1. Introduction

Aboriginal Community Housing Limited (ACHL) is committed to providing a high standard of service delivery to customers.

## 2. Aim

ACHL aims to maintain an environment which ensures positive and meaningful engagement with customers. ACHL's approach to service delivery is underpinned by a commitment to ethical conduct. ACHL approaches customer service delivery as a continuum which encompasses respect for customers, expressed through our engagement with customers and the provision of affordable quality housing.

## 3. Principles

### 3.1. System approach

Taking into account the fact that people who are homeless or in housing crisis are a vulnerable and marginalised group within society, ACHL will work to identify and redress unnecessary bureaucratic processes and approaches.

### 3.2. Service delivery approach

Workers will always endeavour to communicate with customer groups in ways which validate, accept and understand customers' needs and aspirations. Customers should be able to recognise through our service delivery approach, that the worker is meaningfully assisting them.

### 3.3. Organisation and staff development

ACHL will monitor and review its systems and work practices to inform program planning through internal audit mechanisms and customer/tenant feedback mechanisms. Workers will be encouraged to continue to develop a concise understanding of the issues that cause homelessness and housing stress, and use this understanding to inform, continually improve service delivery, maintain a high quality response and ensure ACHL has people with the right skills and experience to achieve its intended business outcomes.

### 3.4. Withdrawal/ termination of services

ACHL recognises that from time to time we may terminate support to customers or end tenancies. All tenancies will be ended legally and in a way that minimises the impact on ACHL and tenants.

ACHL will always endeavour to communicate with customers and tenants to provide them with clear and objective information about why ACHL is withdrawing assistance or ending a tenancy. This information includes the areas that the customer needs to address.

ACHL will aid customers and tenants with information about the ACHL Complaints and Appeals process and/or will assist them to access external advocacy agencies or support services. ACHL will encourage tenants to attend any tribunal or legal hearings in relation to ending their tenancy.

## 4. Related legislation, industry frameworks and standards, ACHL policy and procedures

### 4.1. Standards

National Community Housing Standards: Aspects in; Section 3 – Tenants Rights and Participation, Standard 4.1 Tenants Access to support, Standard 1.2 Establishing and Maintaining Tenancies, 1.4 Ending Tenancies
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Department of Human Services Standards: Section 2 - Access and Engagement
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### 4.2. Legislation

Aboriginal Land Rights Act 1983 No. 42 (NSW)
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Community Housing Providers National Law (Tasmania) Act 2013
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Community Housing Providers National Law (South Australia) 2013
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Housing Assistance Act 1996 (Cwlth)
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Housing Act 1983 (Vic)
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Housing Act 2003 (Qld)
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Housing Act 2001 (NSW)
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Housing Act 1980 (WA)
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Human Rights and Equal Opportunity Commission Act 1986 (Cwlth)
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Equal Opportunity Act 2010 (Vic)
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Equal Opportunity Act 1984 (SA)
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Equal Opportunity Act 1984 (WA)
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Related legislation, industry frameworks and standards, ACHL policy and procedures (cont.)

Anti-Discrimination Act 1991 (Qld)
Anti-Discrimination Act 1977 (NSW)
Anti-Discrimination Act 1998 (Tas)
Queensland Human Rights Act 2019

#### 4.3. Residential Tenancy Acts

Residential Tenancies Act. 1997 (VIC)
Residential Tenancies Act 2010 (NSW)
Residential Tenancies Act 1987 (WA)
Residential Tenancy Act 1997 (TAS)
Residential Tenancies Act 1995 (SA)
Residential Tenancies and Rooming Accommodation Act 2008 (QLD)

#### 4.4. Codes, frameworks and agreements

The National Affordable Housing Agreement
Commonwealth State Housing Agreement 2003 (Cwlth)
OOH, Homelessness Assistance Program Guidelines and Conditions Funding 2006-2009 (VIC)
Consumer Charter for Community Managed Housing and Homelessness Services
Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services
National Regulatory Code
Victorian Regulatory Framework
The Human Rights and Responsibilities Charter Act 2006 (VIC)

#### 4.5. ACHL related policies and processes

ACHL Vision Mission, Code of Ethics and Staff Code of Conduct
ACHL Housing and Homelessness Policies and Procedures
ACHL Customer Promise
ACHL Tenancy Manual

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