

Working with Communities Policy

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1. Introduction

Aboriginal Community Housing (Vic) Limited acknowledges that positive relationships and partnerships within local community networks, serve to improve and sustain high quality outcomes for individual clients and the broader community.

2. Aim

To provide a guiding principle in service delivery, work practices, community engagement and community development, which demonstrates the link between positive relationships with the communities we work with and the quality of clients' lived experience.

3. Scope

This policy applies to each member of Aboriginal Community Housing (Vic) Limited, at the commencement of this policy.

4. Principles of ACHVL Working with Communities Policy

4.1. Service Delivery

ACHVL will work with community members and organisations to support high quality outcomes in service delivery and provide services that meet the needs of clients and are responsive to their ideas and feedback.

4.2. Capacity Building

ACHVL will maintain positive and collaborative partnerships with the communities in which it operates. ACHVL supports development of a diverse and proactive community sector which addresses affordable housing needs and assists clients to live independently and develop skills that they can use to contribute to their community.

4.3. Analysis and Program Planning

ACHVL will ensure that it maintains a current understanding of housing need and community support sector developments which affect housing need. This understanding will inform ACHVL’s future housing development and business planning.

4.4. Community Development

ACHVL will undertake community development activities that support the aspirations of local communities and clients. Community Development activities will be based on a strength-based approach, understanding disadvantage and social injustice and working authentically and collaboratively with clients and communities to identify their needs and aspirations.

5. Related legislation, industry frameworks and standards, ACHVL Group policy and procedures

ACHVL Housing and Homelessness policies
ACHVL Housing and Homelessness Work Procedures/Instructions
ACHVL Continuous Improvement Policy and Procedures
ACHL Vision Mission, Code of Ethics and Staff Code of Conduct
Performance Standards for Housing Providers issued by the Victorian Housing Registrar
Victorian Housing Act 1983 (Vic) and associated Victorian regulatory Framework

6. Monitoring and review

This policy should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed two years. The date for review of this policy is on or before March 2024. Training will be provided to each housing service contractor, management team member and the board as a component of their induction.

Review history

Document reference	Date and version	Reason for review	Review frequency	Owner	Approver
	Version 1.0, March 2022	New policy	Every two years	National Manager Operations	National Manager Operations Managing Director

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