



ACHVL Service Delivery Policy (Version 1.1)

Table of contents

1. INTRODUCTION	1
2. AIM	1
3. PRINCIPLES.....	1
3.1. System approach	1
3.2. Service delivery approach.....	2
3.3. Organisation and staff development.....	2
3.4. Withdrawal/ termination of services	2
4. RELATED LEGISLATION, INDUSTRY FRAMEWORKS AND STANDARDS, ACHVL POLICY AND PROCEDURES.....	2
4.1. Standards.....	2
4.2. Legislation.....	2
4.3. Residential Tenancy Acts	3
4.4. Codes, frameworks and agreements.....	3
4.5. ACHVL related policies and processes.....	3

1. Introduction

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

2. Aim

ACHVL aims to maintain an environment which ensures positive and meaningful engagement with customers. ACHVL's approach to service delivery is underpinned by a commitment to ethical conduct. ACHVL 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, ACHVL 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

ACHVL 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 ACHVL has people with the right skills and experience to achieve its intended business outcomes.

3.4. Withdrawal/ termination of services

ACHVL 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 ACHVL and tenants.

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

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

4. Related legislation, industry frameworks and standards, ACHVL 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

Department of Human Services Standards: Section 2 - Access and Engagement

4.2. Legislation

Housing Assistance Act 1996 (Cwlth)

Housing Act 1983 (Vic)

Human Rights and Equal Opportunity Commission Act 1986 (Cwlth)
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Equal Opportunity Act 2010 (Vic)

Related legislation, industry frameworks and standards, ACHVL policy and procedures (cont.)

Queensland Human Rights Act 2019

4.3. Residential Tenancy Acts

Residential Tenancies Act. 1997 (VIC)

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)
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Consumer Charter for Community Managed Housing and Homelessness Services
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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)
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4.5. ACHVL related policies and processes

ACHVL Vision Mission, Code of Ethics and Staff Code of Conduct
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ACHVL Housing and Homelessness Policies and Procedures
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ACHVL Customer Promise

ACHVL Tenancy Manual

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