



ACHL Customer and Tenant Participation Policy (Version 1.1)

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1. Introduction

Aboriginal Community Housing Limited (ACHL) recognises that it is more likely to effectively meet the needs of its customers and tenants if they are able to offer advice about services that ACHL delivers to them. Participation is the sharing of information, ideas, decision making and engagement by ACHL with its tenants/customers. It is a continuous process where information, ideas and power are shared.

2. Aim

The aim of this policy is to demonstrate that ACHL values customer and tenant input in both the decision-making process and in the continuous improvement strategies within business activities.

3. Principles

3.1. Rights

ACHL believes that customers and tenants have a right to have input into decisions that affect their lives. ACHL will inform customers and tenants on how their participation has or will contribute to its business activities.

3.2. Meaningful contribution

ACHL values customer and tenant views and aims to facilitate their participation. ACHL will engage with customers and tenants to identify and address barriers to participation, to ensure optimum access is achieved.

3.3. Decision making

ACHL will utilise the information it obtains to review and inform policies, procedures, work instructions and performance measures.

3.4. Consultation

ACHL will utilise a variety of processes which seek customer and tenant views. These views will be incorporated into decisions about ACHL activities that will likely have positive outcomes for customers and tenants.

3.5. Active contribution

ACHL will seek active customer/tenant representation at decision making forums i.e. Community Tenant meetings. ACHL will make its website accessible for customers and tenants, including the ability to make comments. Additionally, tenants (including those residing in crisis accommodation) are surveyed bi-annually and on the commencement of a tenancy in a new property. A sample of tenants is interviewed each year. These three components are combined into an annual report on tenant satisfaction.

3.6. Agency contribution

Agency consultation refers to the relationship that exists between ACHL, customer/tenant and community agencies.

3.7. Scope of participation

ACHL business units will take into account the differing capacity to which customers and tenants are engaged in ACHL activities. This could include length of contract and tenure of services provided.

3.8. Equitable access

ACHL business units will ensure that there is a significant and diverse representation of customer and tenant groups in order to achieve a holistic cross section of customer and tenant views.

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

4.1. Standards

National Community Housing Standards: Standard 1.2; Establishing and Maintaining Tenancies; Section 3 – Tenants Rights and Participation

Department of Human Services Standards: Section 1 - Empowerment

4.2. Legislation

Aboriginal Land Rights Act 1983 No. 42 (NSW)
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Housing Assistance Act 1996 (COM)

Housing Act. 1983 (VIC)

Housing Act 2003 (QLD)

Queensland Human Rights Act 2019

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

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
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
Western Australian Community Housing Regulatory Framework – Performance Outcome 3 – Community engagement
National Regulatory Code
Victorian Regulatory Framework
The Human Rights and Responsibilities Charter Act 2006 (VIC)

4.5. ACHL related policies and processes

ACHL Housing and Homelessness Policies and Procedures
ACHL Customer Promise
ACHL Tenancy Manual

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