



Service Delivery Policy (Version 4.0)

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1. Introduction

Community Housing Limited Group of Companies (CHL) is committed to providing a high standard of service delivery to clients.

2. Aim

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

3. Principles of CHL Service Delivery Policy

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, CHL will work to identify and redress unnecessary bureaucratic processes and approaches.

3.2. SERVICE DELIVERY APPROACH

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

3.3. ORGANISATION AND STAFF DEVELOPMENT

CHL will monitor and review its systems and work practices to inform program planning through internal audit mechanisms and client/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 CHL has people with the right skills and experience to achieve its intended business outcomes.

3.4. WITHDRAWAL/ TERMINATION OF SERVICES

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

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

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

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

CHL Housing and Homelessness policies
CHL Housing and Homelessness Work Procedures/ Instructions
CHL Continuous Improvement Policy and Procedures
CHL Vision Mission, Code of Ethics and Staff Code of Conduct
Equal Opportunity Act 2010 (Vic)
Equal Opportunity Act 1984 (SA)
Equal Opportunity Act 1984 (WA)
Anti-Discrimination Act 1991 (Qld)
Anti-Discrimination Act 1977 (NSW)
Anti-Discrimination Act 1998 (Tas)
Housing Assistance Act 1996 (Cwlth)
Housing Act 1983 (Vic)
Housing Act. 2001 (NSW)
Housing Act. 1980 (WA)
Housing Act 2003 (Qld)
Community Housing Providers National Law (South Australia) 2013
Community Housing Providers National Law (Tasmania) Act 2013
Human Rights and Equal Opportunity Commission Act 1986 (Cwlth)
Commonwealth State Housing Agreement 2003 (Cwlth)
Residential Tenancies Act 1997 (Vic)
The Residential Tenancies Act 1995 (SA)

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

Residential Tenancies Act 2010 (NSW)
Residential Tenancies Act 1987 (WA)
Residential Tenancy Act 1997 (Tas)
Residential Tenancies and Rooming Accommodation Act 2008 (Qld)
Consumer Charter for Community Managed Housing and Homelessness Services
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
Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services

5. 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 July 2019. Training will be provided to each staff member and the board as a component of their induction.

Review history

Document reference	Date and version	Reason for review	Review frequency	Delegated reviewers	Delegated approver
POLHOUAUSNATSER201704	Version 4.0, July 2017	Scheduled review	Every two years	National Manager	Managing Director National Manager

Previous review history (to be archived)

Document reference	Review	Reason for issue	Reviewer/ s	Writer	Issue date
POLHHSD05.14.3	Annual review	Updated legislation	B Chen		May 2014
POLHHSD02.08.2	Amendments	Reflected as national document	Melissa P	M Palframan	Sep 2010
POLHHSD02.08.1	Draft proposal	New	M Palframan P Ryan	M Palframan	February 2008

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