



# Working with Communities Policy (Version 4.0)

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## 1. Introduction

Community Housing Limited Group of Companies (CHL) 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. Principles of CHL Working with Communities Policy

### 3.1. SERVICE DELIVERY

CHL 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.

### 3.2. CAPACITY BUILDING

CHL will maintain positive and collaborative partnerships with the communities in which it operates. CHL 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.

### 3.3. ANALYSIS AND PROGRAM PLANNING

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

### 3.4. COMMUNITY DEVELOPMENT

CHL 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.

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

<b>CHL Housing and Homelessness policies</b>
<b>CHL Housing and Homelessness Work Procedures/ Instructions</b>
<b>CHL Continuous Improvement Policy and Procedures</b>
<b>CHL Vision Mission, Code of Ethics and Staff Code of Conduct</b>
<b>National Community Housing Standards - Section 4: Working with the community</b>
<b>National Regulatory Code</b>
<b>Victorian regulatory Framework</b>
<b>Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services, Performance Outcome 3 – Community engagement</b>
<b>CHL Aboriginal Community Housing Strategy</b>

## 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
POLHOUAUSNATCOM201704	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
POLHHWC06.14.3	Annual review	Updated legislation	B Chen		June 2014
POLHHWC02.08.2	Amendments	Reflected as national document	M Palframan	M Palframan	Sep 2010
POLHHWC02.08.1	Draft proposal	New	M Palframan P Ryan	M Palframan	March 2008

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