



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

Customer Participation Policy

Version 6.2

This policy has been adopted by:

Name of Company	Adoption Date
Community Housing Ltd (CHL)	June 2023
Community Housing (Vic.) Ltd (CHVL)	June 2023
Community Housing (TAS) Ltd (CHTL)	June 2023
Community Housing (QLD) Ltd (CHQL)	June 2023
Community Housing (Cairns) Ltd (CHCL)	June 2023
Community Housing (Pathways) Ltd (CHPL)	June 2023

And any other entities within CHL which adopt this policy.

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1. INTRODUCTION

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

2. AIM

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

3. PRINCIPLES OF CUSTOMER PARTICIPATION POLICY

3.1. Rights

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

3.2. Meaningful contribution

CHL values customer views and aims to facilitate their participation. CHL will engage with customers to identify and address barriers to participation, to ensure optimum access is achieved. CHL uses a Customer

Participation Menu, that ensures a commitment from CHL staff to facilitate engagement and participation and provides for an array of different methods in how customers can have more choice and amplify their voice within our organisation.

3.3. Decision making

CHL will utilise the information it obtains to review and inform policies, procedures, work instructions and performance measures. This information is received via the CHL customer feedback systems, surveys, customer engagement practices and in collaboration with customers when appropriate.

3.4. Place-based approach

CHL staff will actively ensure they are working in community and engaging in meaningful ways with customers and the regions in which we work while actively promoting customer participation and community involvement in the services we deliver.

3.5. Consultation and engagement

CHL will utilise a variety of processes which seek customer views, including the annual CHL Social Impact Framework Survey and the CHL Customer Satisfaction Survey. These views will be incorporated into decisions about CHL activities that will likely have positive outcomes for customers. CHL actively facilitates customer and community engagement activities to further develop access and communication pathways between CHL and the people and communities we service and to foster positive relationships. CHL understands and values the importance of customer feedback and co-design in its service offerings and delivery.

3.6. Active contribution

CHL will seek active customer representation at decision making forums. CHL will make its website accessible for customers, including the ability to make comments. Additionally, customers (including those residing in crisis accommodation) are surveyed at a minimum bi-annually and in some portfolios a minimum of annually. CHL annually collects information regarding the Social Impact of its services and reports annually on tenant satisfaction to a multitude of statutory bodies and uses this information to determine where to focus service improvements and develop strategies to better meet the needs of our customers.

In addition to customer surveys, CHL offers a range of Customer Participation opportunities through its Customer Participation Menu, from which suitable options are employed by CHL teams across Australia to ensure customers in our operating regions are able to actively and meaningfully contribute to the organisation.

3.7. Community development

CHL commits to ensuring our customers are involved in customer-led projects and programs that create opportunities for customers to take ownership and action in their community. Agency Consultation. Agency Consultation refers to the relationship that exists between CHL, customer and community agencies.

3.8. Scope of participation

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

3.9. Equitable access

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

4. CUSTOMER FEEDBACK AND APPEAL OF DECISIONS

CHL welcomes its customers to query any decisions it makes and/or ask questions about our work practices. If a customer wishes to provide feedback to CHL and/or believes a decision made by CHL is incorrect, they can lodge customer feedback and/or an appeal using the CHL Customer Feedback and Complaints Policy or the CHL Appeals Policy

5. RELATED RESOURCES

5.1. CHL Group References

[Customer Feedback Policy](#)

[Social Impact Framework](#)

[Housing and Homelessness Policies and Procedures](#)

[Customer Promise](#)

[Community Development Framework](#)

[Customer Participation Menu](#)

5.2. External References

[National Regulatory Community Housing Standards](#)

[Victorian Community Housing Regulatory Framework](#)

[Western Australian Community Housing Regulatory Framework](#)

[Housing Assistance Act 1996 \(COM\)](#)

[State Housing Acts \(NSW 2001, NT 1982, QLD 2003, SA 1995, TAS 2022, VIC 1983, WA 1980\)](#)

[State Residential Tenancy and Rooming Acts \(NSW 2010, NT 1999, QLD 2008, SA 1995, TAS 1997, VIC 1997, WA 1987\)](#)

[Community Housing Providers National Law Acts 2013 \(NT, NSW, QLD, SA and TAS\)](#)

[The National Affordable Housing Agreement](#)

[NRSCH National Regulatory Code](#)

[Consumer Charter for Community Managed Housing and Homelessness Services \(VIC\)](#)

[NDIS Quality and Safeguarding Framework](#)

[National Disability and Insurance Scheme Act 2013](#)

[NDIS Code of Conduct and Rules](#)

[The Human Rights and Responsibilities Charter Act 2006 \(VIC\)](#)

[Human Rights Act 2019 \(QLD\)](#)

[Privacy Act 1988 \(COM\)](#)

6. MONITORING AND REVIEW

This policy is maintained and managed by the CHL Group's Chief Operations Officer.

This document should be reviewed and revised periodically and/or as required. The period between reviews must not exceed two years. This document remains valid until such time that a new version is published

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Review History

Document reference	Date Approved	Version	Reason for review	Review frequency	Owner	Approver(s)
POLHOUAUSNATPAR202403	March 2024	6.2	Reformat	Existing	Chief Operations Officer	Managing Director
POLHOUAUSNATPAR202306	June 2023	6.1	NT Inclusion	Existing	National Operations Manager	Managing Director
POLHOUAUSNATPAR202206	October 2022	6.0	Scheduled review	Every two years	National Operations Manager	Managing Director
POLHOUAUSNATPAR202005	October 2020	5.0	Scheduled review*	Every two years	National Operations Manager	Managing Director
POLHOUAUSNATPAR201704	July 2017	4.0	Scheduled review	Every two years	National Operations Manager	Managing Director

* Policy renamed: formerly 'Client and Tenant Participation Policy'