

# Homelessness Community Education and Advocacy Policy

## Version 5.2

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) is committed to ongoing community and sector education, advocacy and engagement about the need for community and affordable housing and how that impacts the lives of our customers, contributes to economic development and sustainability and improves communities.

## 2. AIM

To raise awareness of the extent of homelessness, the reasons why people become homeless and specific groups who are at risk of homelessness. Additionally, CHL will promote the range of housing services provided and the broader homelessness service system. CHL will engage with organisations that promote the community housing sector and its benefits.

## 3. PRINCIPLES OF CHL’S HOMELESSNESS COMMUNITY EDUCATION AND ADVOCACY POLICY

### 3.1. Planning and review

Community education and advocacy will become an integrated element of the annual planning and review cycle for Homelessness Services Teams. The planning cycle will have following key points:

- Establish community education objectives to be set at an annual planning meeting
- A review of progress against set objectives six months into the annual plan
- Interim monitoring of the plan would occur at bi-monthly staff meetings

### 3.2. Strategies and methods

Community education and strategies would include participation in local and state-wide networks, peak bodies, presentations, media releases and support for specific community campaigns directed at housing and homelessness. Staff may also undertake to work directly with individual or with community service workers to improve their knowledge of the issues and the service system.

## 3.3. Evaluation

CHL Homelessness Services are constrained by the demands of providing a homelessness service and the available worker resources. Community education initiatives will need to be framed within this context and be targeted to achieve specific outcomes. Evaluation would include assessment of whether the target groups are actively engaged and informed and whether there is clear evidence to demonstrate that the objectives of the plan are achieved.

## 4. RELATED RESOURCES

### 4.1. CHL Group References

|                                                   |
|---------------------------------------------------|
| CHL Vision and Mission                            |
| Housing and Homelessness Policies and Procedures  |
| Community Development Framework                   |
| Customer Promise                                  |
| Customer Participation Menu                       |
| Customer Participation Policy                     |
| Customer Feedback Policy and Complaints Procedure |
| Appeals Policy and Procedure                      |
| CHL Reconciliation Action Plan                    |
| CHL Social Impact Framework                       |

### 4.2. External References

|                                                           |
|-----------------------------------------------------------|
| Department of Health & Human Services Standards (VIC)     |
| Privacy Act 1988                                          |
| State Privacy Acts and Regulations                        |
| National Community Housing Standards                      |
| National Regulatory Code                                  |
| Victorian regulatory Framework                            |
| Western Australian Community Housing Regulatory Framework |

## 5. 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

### Review History

| Document reference    | Date Approved | Version | Reason for review | Review frequency | Owner                       | Approver(s)                                      |
|-----------------------|---------------|---------|-------------------|------------------|-----------------------------|--------------------------------------------------|
| POLHMLAUSNATEDU202405 | March 2024    | 5.2     | Reformat          | Existing         | Chief Operations Officer    | Executive                                        |
| POLHMLAUSNATEDU202305 | June 2023     | 5.1     | Entity Inclusion  | Existing         | National Operations Manager | Managing Director<br>National Manager Operations |
| POLHMLAUSNATEDU202305 | March 2023    | 5.0     | Scheduled review  | Every two years  | National Operations Manager | Managing Director<br>National Manager Operations |

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## Review history (cont.)

|                       |              |     |                  |                 |                             |                                                  |
|-----------------------|--------------|-----|------------------|-----------------|-----------------------------|--------------------------------------------------|
| POLHMLAUSNATEDU202004 | October 2020 | 4.0 | Scheduled review | Every two years | National Operations Manager | Managing Director<br>National Manager Operations |
| POLHMLAUSNATEDU201703 | July 2017    | 3.0 | Scheduled review | Every two years | National Operations Manager | Managing Director<br>National Manager Operations |