



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

# Working with Communities 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) acknowledges that positive relationships and partnerships within local community networks, serve to improve and sustain high quality outcomes for our customers and the broader community.

### 2. AIM

To provide some guiding principles 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 customers’ and community members’ lived experience.

### 3. PRINCIPLES OF CHL’S 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 customers 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 the development of a diverse and proactive community sector which addresses affordable housing needs and assists customers to live independently, improve their wellbeing, increase their economic participation 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 customers. Community Development activities will have a strength-based approach, understanding disadvantage and social injustice, and working authentically and collaboratively with customers and communities to identify their needs and aspirations.

### 3.5. Diversity and inclusion

CHL understands that the communities it works in and services are diverse in identities and experiences. Intersectionality is a term used to describe an approach where the various identities held by an individual intersect, rather than just looking at one part of their identity. CHL work using an intersectional approach to ensure inclusion, by the consideration of things like a person's gender, sexuality, ethnicity and/or cultural background, religion, linguistics and/or ability, all together rather than separately, when engaging with them

## 4. RELATED RESOURCES

### 4.1. CHL Group References

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[CHL Vision and Mission](#)

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[CHL Housing and Homelessness Policies and Procedures](#)

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[CHL Community Development Framework](#)

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[CHL Customer Promise](#)

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[CHL Customer Participation Menu](#)

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[CHL Customer Participation Policy](#)

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[CHL Customer Feedback and Complaints Policy](#)

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[CHL Appeals Policy and Procedure](#)

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[CHL Reconciliation Action Plan](#)

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[CHL Social Impact Framework](#)

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### 4.2. External References

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[National Regulatory Community Housing Standards](#)

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[Victorian Community Housing Regulatory Framework](#)

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[Western Australian Community Housing Regulatory Framework](#)

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

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

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

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

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[The National Affordable Housing Agreement](#)

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[NRSCH National Regulatory Code](#)

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

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## Related resources (cont.)

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| <a href="#">NDIS Quality and Safeguarding Framework</a>                      |
| <a href="#">National Disability and Insurance Scheme Act 2013</a>            |
| <a href="#">NDIS Code of Conduct</a>   |
| <a href="#">The Human Rights and Responsibilities Charter Act 2006 (VIC)</a> |
| <a href="#">Human Rights Act 2019 (QLD)</a>                                  |
| <a href="#">Privacy Act 1988 (COM)</a>                                       |

## 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)                                      |
|-----------------------|---------------|---------|-------------------|------------------|-----------------------------|--|
| POLHOUAUSNATCOM202406 | March 2024    | 6.2     | Reformat          | Existing         | Chief Operations Officer    | Executive  |
| POLHOUAUSNATCOM202306 | June 2023     | 6.1     | NT Inclusion      | Existing         | National Manager Operations | Managing Director<br>National Manager Operations |
| POLHOUAUSNATCOM202306 | March 2023    | 6.0     | Scheduled review  | Every two years  | National Manager Operations | Managing Director<br>National Manager Operations |
| POLHOUAUSNATCOM202005 | October 2020  | 5.0     | Scheduled review  | Every two years  | National Manager Operations | Managing Director<br>National Manager Operations |
| POLHOUAUSNATCOM201704 | July 2017     | 4.0     | Scheduled review  | Every two years  | National Manager Operations | Managing Director<br>National Manager Operations |