



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

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
National Community Housing Standards - Section 4: Working with the community
National Regulatory Code
Victorian regulatory Framework
Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services, Performance Outcome 3 – Community engagement
CHL Aboriginal Community Housing Strategy

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.

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