

Indigo Junction is committed to providing meaningful and appropriate opportunities for tenant participation in the decisions that affect the delivery of their supported housing service and responding to the changing needs of tenants fairly and flexibly within the capacity of the organisation

All Indigo Junction Policies are to be read in conjunction with the organisations overarching policy commitment statement and the Specialist Homelessness Services (SHS) service standards
Housing policies are compliant with and refer to the Department of Communities National Regulatory Code

1.0 PURPOSE

To ensure tenants are offered both formal and informal opportunities to participate in the decisions that affect the delivery of their supported housing service including providing feedback.

2.0 PRACTICE

Indigo Junction will:

- Have an expectation that tenants will actively engage in a formal case management process to address issues related to their homelessness.
- Seek feedback from tenants on their housing arrangement, to inform continuous improvement activities, through a range of platforms that may include but are not limited to: bi-annual surveys, tenant meetings, exit interviews, suggestion boxes and feedback sheets.
- Where contact details are provided in relation to feedback, Indigo Junction will acknowledge and respond in a timely manner.
- Inform tenants verbally and through the Tenant Handbook, upon intake, of their rights and responsibilities, grievance processes and privacy and confidentiality.
- Respond to tenant grievances as per the 'Complaints, Grievances and Disputes' policy (HR1003).
- Maintain client privacy and confidentiality as per the 'Privacy and Confidentiality' policy (GO0001).
- Inform tenants of the process for requesting property maintenance as per the 'Repairs and Maintenance' policy (HP4005).
- Obtain client consent to share information upon service entry.
- Maintain client hard copy files and client management databases in accordance with the 'Records Management' policy (MA5003).
- Commence exit planning with tenants as soon as practicable after service entry.

- Provide support and assistance if a tenant wishes to lobby and/or advocate to any level of government around a housing or wider issue.
- Provide opportunities for learning and social activities both internally and externally.
- In the event the tenants needs change, Indigo Junction will endeavour to meet these needs, however, where this is not possible, the organisation will continue to support tenants through information, advocacy and referral.
- Inform the Program Manager immediately if a client has unexpectedly vacated or abandoned the property. The Program Manager will investigate and if the property is deemed abandoned will follow the process outlined in the Residential Tenancy Act.
- Upon request, and where appropriate, provide successful tenants with a 'Statement of Tenancy' upon service exit.
- Provide a Tenant Engagement procedure (HP4012).
- Where a breach of agreement occurs, Indigo Junction management will work with clients attempting to address the issues in the best interest of the tenants. Where this is unsuccessful Indigo Junction reserves the right to initiate court proceedings in line with the Residential Tenancies Act 1987.

Associated Indigo Junction policies to this policy:

- Complaints, Grievances and Disputes (HR1003)
- Privacy and Confidentiality (GO0001).
- Records Management (MA5003).
- Safety and Health (OS2000)
- Service Delivery (SD3000)
- Repairs and Maintenance (HP4005)

Associated Indigo Junction procedures to this policy:

- Tenant Engagement (HP4012)
- Exit Planning (SD3017)
- Assembling and managing client files (SD3022)

Policy Context: this policy relates to

Applicable Standards or other external obligations	SHS Standard 7 – Client Participation NRSCH 1d – Tenant and Housing Services NRSCH 1e – Tenant and Housing Services NCH 3.1 – Tenant Rights NCH 3.2 – Tenant Participation
Applicable legislation	Residential Tenancies Act 1987 Residential Tenancies Regulations 1989
Applicable contractual obligations	

Policy Contact Person: CEO

Approval Signature	<i>Adil Stewart</i>
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