

Indigo Junction is committed to providing meaningful and appropriate opportunities for tenant participation in the decisions that affect the delivery of their housing service.

Indigo Junction recognises the importance of offering tenants both formal and informal opportunities to participate in the decisions that affect the delivery of their housing service.

These opportunities include:

- Ongoing individual informal or formal consultations with support workers to give input on topics and issues relevant to their housing needs.
- Completing annual tenant satisfaction surveys to gauge the level of satisfaction and to offer Indigo Junction suggestions for improvements.
- Invitations to resident meetings to address common issues with their tenancies.
- Exit interviews and exit surveys are used to gauge the level of satisfaction with Indigo Junction's housing services and receive general feedback for continuous improvement when clients leave the service
- Support and assistance if a tenant wishes to lobby and/or advocate to any level of government around a housing or wider issue.
- A suggestion box is installed at each service for anonymous written feedback.
- Tenants and residents are provided with feedback sheets in their Tenant Handbook and given information on how to submit them.
- Informal activities such as community events, cooking classes, social gatherings and outings with support workers in attendance.
- Tenants and residents inform their Housing Support Worker or Youth worker of maintenance requests and have the option of recording requests in common area maintenance books at Indi House and Indi Place.

Indigo Junction acknowledges feedback from residents where contact details are given and responds promptly to issues raised.

1.0 ASSOCIATED FORMS OR DOCUMENTS

Tenant Handbook (including feedback sheets)
Exit Interview and Exit Survey documentation
Suggestion Box Feedback Form
Online Feedback Form for Tenants

2.0 QUALITY AND ACCREDITATION STANDARDS

National Regulatory Scheme Community Housing

Tenant Engagement Policy

Organisations registered under the NRSCH must meet the requirements of **Performance Outcome 1: Tenant and Housing Services**

Section d. Supporting tenant and resident engagement

Performance requirements include:

- The provider involves tenants and residents in the planning and delivery of housing services in a variety of accessible ways
- The provider promotes appropriate opportunities for tenants and residents to be involved in their community
- The provider obtains feedback from tenants and residents on its services, and consults with them on proposals that will affect them

Section e. Facilitating access to support for social housing applicants and tenants with complex needs

- The provider establishes and maintains arrangements that are adequate to ensure tenants and residents with support needs receive appropriate support, if relevant and where available, to maintain their tenancies

PROCEDURE

The following procedures are to be implemented to guarantee that Indigo Junction meets its policy for tenant engagement.

1. Tenant feedback forms to be sent out by Indigo Junction twice yearly offering the tenant an opportunity to provide a compliment, complaint or comment/suggestion.
2. Client feedback and suggestion boxes available at all times during all Indigo Junction support services (Karnany Resource Centre, family service, and youth service) opening hours, offering an opportunity for clients to provide a compliment, complaint or comment/suggestion.
3. Offer every tenant the opportunity for an exit interview at the end of their tenancy.
4. Organising residents meetings and inviting residents to provide their feedback in an open forum.
5. Offer clients the opportunity to provide feedback in one-on-one support meetings.
6. All feedback must be forwarded to the Project Officer with the Service Manager copied. The Project Officer will collate and report to the Program Manager and CEO. This feedback will be discussed at management level where decisions can be made to make changes in accordance with the feedback.
7. Any changes decided on must be communicated back to tenants / clients in writing



Tenant Engagement Policy

Policy Contact Person: CEO or Program Manager

Approval Signature	
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