

## **POLICY/PROCEDURE: Community Housing Tenant Engagement and Participation Policy**

### **Purpose**

This policy outlines the approach taken by CatholicCare NT (CCNT) Community Housing to tenant engagement and participation in our Community Housing service.

### **Scope**

This policy applies to all CatholicCare NT Resources (CCNTR) Community Housing tenants.

### **Policy Statement**

CCNT is committed to the engagement and participation of tenants in our Community Housing through the following:

- building connections with residents and valuing opportunities for feedback from residents
- improving service delivery by involving residents in meaningful opportunities for participation in decision-making
- by supporting tenants to engage in activities that improve their health and well-being, improve their relationships with other residents and facilitate access to activities and programs identified by them.

### **To Achieve this CatholicCare NT will:**

- inform tenants of any activities they can be a part of
- establish meetings with residents to explore and address issues of concern
- communicate regularly through tenant information sheets and updates
- provide interpreters and disability access at meetings and events, where required
- provide tenant brochures/Community Housing information in appropriate community languages
- undertake regular participant/tenant satisfaction surveys and report back on the results
- facilitate tenant access to local support services through the development of protocols and Memorandum of Understanding with services internal and external to CCNT as required, or where requested by tenants
- promote tenant participation in decision making and or plans that directly affect them or their housing
- keep website and social media platforms up to date

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- CCNT recognises that residents have the right not to participate in any activities or engagement approaches not directly related to their lease agreement with us, if that is their wish
- CCNT encourages tenants to provide feedback about any of our services.

Feedback can be provided in both formal and informal formats, including:

- during home visits
- through participant satisfaction surveys
- by email
- in person at our office.

### Related Policies

CCNT Complaints and Appeals Policy

National Regulatory Standards for Community Housing

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