

# Policy

## *Tenant Engagement*



### **Purpose**

The purpose of this *Tenant Engagement Policy* is to outline the principles, provisions and policy framework to be adopted by Anglicare in relation to its engagement of Tenants and Household Members in individual service planning, their local community, and development proposals.

### **Scope**

This policy applies to all Tenants and Household Members in relation to Social Housing and Affordable Housing Service Package Dwellings.

### **Policy Statement**

It is Anglicare's policy to actively engage tenants in the planning and execution of the services that affect them as individuals, in the communities in which they live, and in the design and governance of new development proposals or redevelopments. It is also Anglicare's policy to collect, monitor and action meaningful Tenant and Household Member feedback regarding their feelings of engagement.

This four-pronged approach to engagement is directly aligned with the Key Performance Indicators stipulated under the Tenant and Housing Services Performance Outcome in the National Regulatory Code Evidence Guidelines which require Anglicare to:

1. Involve Tenants and Household members in the planning and delivery of housing services in a variety of accessible ways
2. Promote appropriate opportunities for tenants and residents to be involved in their community
3. Obtain feedback from tenants and residents on its services
4. Consult with them on proposals that will affect them

## Policy & Procedure

### Tenant Engagement in Service Planning

The ultimate goal for service planning is to provide Tenants (and Household Members) with access to the best possible support services where required. Anglicare is committed to working collaboratively with each Tenant to support them to achieve their goals, and has thus developed a model that allows frequent and meaningful interaction between Tenants and Tailored Support Coordinator, to ensure our tenants' wellbeing. In deploying this Policy, Anglicare follows the guiding principle and leading practice relating to consumer-directed planning.

- Upon validation of the Tenant Needs Assessment Report by with the Tenant, and within a 12-week period from signing the Residential Tenancy Agreement, the Tailored Support Coordinator drafts a client focused Support Services Plan, developed in collaboration with the Tenant.
- Tailored Support Coordinators are well equipped to help Tenants choose appropriate support services and guide them through the selection of internal or external providers. Tailored Support Coordinators will identify potential services and service providers, arrange initial meetings between the Tenant and the prospective service providers, and confirm service pricing, among other activities.
- During Service Planning meetings, the Tailored Support Coordinators will seek Tenant input on values, preferences, goals and objectives, allowing the Tailored Support Coordinators to plan accordingly.
- An Engagement Strategy is completed as a part of Service Planning, whereby specific services and activities are identified to aid the tenant in achieving their respective goals. While many tenants may not require formal support services to achieve their goals, tenant participation in local, site-based activities is considered a minimum requirement for inclusion in the Tenant Service Plan. That is, Anglicare will encourage all tenants, regardless of their level of independence and unique goals, to **participate in at least one local communal activity** in order to build a connection to their community and to prevent social isolation. To this end, the Tailored Support Coordinator will supporting the Tenant (and Household Members) to be introduced to a local program for the first time, and to identify the schedules for local upcoming activities and groups.
- The Support Services Plan, including an Engagement Strategy, is then uploaded to Penelope for approval from the TSCS Manager and ratification with Tenant or Household Member.
- The continuous interaction of the Tenant and Tailored Support Coordinator, in person and through Penelope, allow for a regular review of the Support Services Plan and may lead to an update. At a minimum, the Support Services Plan is updated annually, or within six weeks from a Tenant Needs Assessment/ Reassessment, from receiving new information from the tenant or any unforeseen circumstances affecting the Tenant.

### Tenant Engagement in Development Proposals

Community partnerships and community-led responses which engage local people allow community members to exercise self-determination and power over the community decisions that affect them.

- A Community Member position is mandatory for all Anglicare governance committees and sub-committees, providing Tenants and Household Members the opportunity to play an active role in the governance and oversight of Anglicare's business. Tenants and Household Members will be considered equally and fairly alongside other applicants to vacant Community Member positions.
- Comprehensive community and public consultation processes will be undertaken for any significant development or redevelopment to a facility, and to inform any future redevelopments on these sites. This will include:
  - The opportunity for community members to submit written submissions to the relevant Committee/Subcommittee within Anglicare

- Community forums for Tenants, residents and other community members to present questions, issues or ideas related to the development/redevelopment.

## Tenant Feedback

Tenants and Household Members have the opportunity to provide feedback regarding their level of engagement as a part of the Annual Tenant Satisfaction Survey. This survey includes specific questions related to:

- the Tenant or Household Members' satisfaction with the Tailored Support Coordinator
- the self-assessed level of engagement with their community.

## Refusal to Participate in Core Services or Engagement Activities

When Tenants or Household Members are reluctant or refuse to participate in all or part of the core/critical activities identified as part of their respective Service Plans, including any community engagement activities which are deemed critical for the Tenant or Household Members' wellbeing, Anglicare staff will:

- Initially provide tenants the time and space they need to understand the value of activities and support services on offer. By focusing on relational safety, Anglicare staff can help Tenants to gain confidence and build trust, which in turn can empower them to seek services and participate in organised activities. During this time, the Tailored Support Coordinator may deploy informal tactics such as trying to influence the tenant through family or friends.
- If the Tailored Support Coordinator fails to receive a positive response from the Tenant within a period of 5-10 weeks from the first instance of refusal, and if the Tailored Support Coordinator believes that services are critical to the safety, health or wellbeing of the tenant or householder member, then the Tailored Support Coordinator may facilitate the tenant's "Guardianship", where close family/friends are given the opportunity to make decisions on behalf of the Tenant (or Household Member) and to attempt to influence or direct the Tenant (or Household Member) to get actively involved in Anglicare's services.
- Any reluctance or refusal of Tenants (or Household Members) to engage in Anglicare's support services and/ or community activities, can significantly impact the provision of the core Tailored Support Coordination Service activities and will be reported to FACS within 5-10 weeks from the first instance of refusal.

## Definitions and Abbreviations

Term or Abbreviation:	Definition:
Existing Tenants	Current Anglicare tenants who are assessed as eligible for Affordable Housing during income and rent reviews, or as part of ongoing tenant needs assessment.
Prospective Tenant	Applicants who meet the eligibility criteria for social housing and are listed on the NSW Housing Register.
Service Package Dwelling	As defined under the Services Deed
Tenant	As defined under the Services Deed.
The Registrar	The Registrar is an independent statutory officer responsible for registering and regulating community housing provider under the National Regulatory System for Community Housing (NRSCH), reporting directly to the Minister for Family and Community Services.

## References

Related documents include both external documents (such as legislative or other policies) and internal documents (such as policies, standards, procedures, guidelines, checklists, templates etc.).

No.	Document / Reference
1.	The National Regulatory System for Community Housing (NRSCH) – The National Regulatory Code - Performance Outcome 1 - Tenant and Housing Services

Document Owner: *General Manager, Housing*

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