



## Community Engagement Policy

### Purpose

This Policy outlines how SAH employees will engage with the tenants in our properties, those looking to secure safe, settled, affordable housing and the broader community.

### Scope

All staff are required to adhere to this policy.

### Policy Statement

1. SAH believes that it is the responsibility of each of us to become involved as a supportive community or organisation to assist every person to realise their need of having a roof over their head that can be maintained and managed.
2. SAH is committed to:
  - the creation of stronger socially inclusive communities by developing opportunities whereby tenants are able to become involved in the activities of SAH and others through collaborative arrangements with various organisations.
  - putting in place ways to determine tenant needs as well as how, what level and type of contribution they wish to make to create stronger socially inclusive communities.
  - the promotion of housing and other services offered by SAH.
  - identifying and engaging in place making to improve connectedness to the community in which our tenants live, and
  - enhancing participation rights of all tenants.

### Community Engagement

1. Through its Community Engagement Plan SAH outlines how individuals, both tenants and others from the community, can participate in or benefit from a variety of activities with the aim of creating stronger, more supportive communities. Such activities may include:
  - tenant Advisory Groups / Forums.
  - policy development and engagement with other housing bodies.
  - small business enterprises.
  - community activities.
  - engagement with support agencies.
  - advocacy rights.
  - tenant and stakeholder / partnership surveys to allow SAH to benchmark its practices with genuine comment from both those we are housing and those with whom we are partnering and to identify new opportunities for engagement.
  - regular newsletters.
  - web based access to information.
  - tenant/resident associations.

## Engaging in Partnerships and Collaborations

1. To enable our client's greater access to long-term properties and sustainment of long-term tenancies, that are suitable to their individual needs we need to both engage with the residents and create partnerships and collaborations to
  - support tenants to build capacity.
  - connect and involve tenants in their local community.
  - promote the benefits of community housing to the wider community to create greater understanding of the role of community housing and leading to increased opportunities for tenants.

## Discretion

State Managers have discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

## Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

## Related Documents

Policy	Code of Conduct Policy Diversity and Inclusion Policy (TSA) Gender Equality Policy (TSA) Lived Experience and Participation Policy (TSA) Person of Interest (Safeguarding) Policy (TSA)
Legislation	National Regulatory Code National Community Housing Standards Privacy Act State Residential Tenancies Act and Regulation Work Health and Safety Act
Other Documents	Tenant Handbook

## Document Control

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