

Community Engagement Policy

Purpose

This Policy outlines how Salvation Army Housing Victoria (SAHV) 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. SAHV 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.
1. SAHV is committed to:
 - the creation of stronger socially inclusive communities by developing opportunities whereby tenants are able to become involved in the activities of SAHV 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 SAHV;
 - 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 SAHV 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 SAHV 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
 - tenants on board advisory committees

Engaging in Partnerships and Collaborations

2. The numbers of persons needing to move through our properties and into long term properties is rising. To enable our clients greater access to long term properties, 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; and
 - connect and involve tenants in their local community
 - both leading to more stable tenancies; and
 - to 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

Document Control

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