

Tenant and Carer Engagement Policy (HCWA)

Operations -WA

Document Owner

6

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1/07/2027

Next Review Date

1/07/2022

Date Published

5 Years

Review period

1 Purpose

The purpose of the Tenant and Carer Engagement Policy is to highlight Housing Choices WA's commitment and outline the principles, objectives and engagement approaches which guide our tenant engagement work. The policy will provide structure and transparency around the engagement work we do, and how we plan, action, monitor and review our tenant engagement and capacity building activities.

2 Scope

This policy applies to all engagement activities of the business, delivery of tenant capacity building programs, and the review and development of operational policies and procedures that directly impact tenants and carers.

3 Policy Statement

Housing Choices WA will resource and deliver a diverse program of tenant engagement activities that are accessible to tenants and their carers. We will ensure the continued involvement of tenants and carers in the development and delivery of services that reflect current best practices.

Housing Choices WA values tenants being at the heart of service delivery and design, knowing that meaningful engagement with tenants is vital to the delivery and continuous improvement of quality services.

3.1 Tenant Engagement Framework

Housing Choices WA will align participation principles with the 'Housing Choices WA's Tenant Engagement Framework'. Tenant engagement activities will reflect the participation goals and commitment to tenants outlined within this framework and its core principles.

3.2 Carer Involvement

We will actively work to identify if a tenant has a carer and, within the scope of the Housing Choices WA Privacy Policy, include them in tenant engagement activities. The inclusion of carers aims to remove barriers to participation for the tenant they care for and/or to improve their capacity as a carer.

3.3 Paid Partnerships

Housing Choices WA will consult the 'Tenant Engagement Paid Partnership Guidelines' for instances where participation payments may be offered for involvement in Housing Choices WA Tenant Engagement Activities.

3.4 Implementation, Monitoring and Review

A Tenant Engagement Plan will be prepared annually by Housing Choices WA's Tenant Engagement and Capacity Building Team. This plan will be updated quarterly, be informed and reviewed by tenants, and will reflect the outcomes of any tenant engagement activities or feedback received and our commitment to aligning activities with current best practice.

4 References:

| LEGISLATION & STANDARDS | RELATED INTERNAL DOCUMENTS |
|---|--|
| <ul style="list-style-type: none"> • <i>National Community Housing Standards</i> • <i>Community Housing Regulatory Framework</i> • <i>Carer's Recognition Act WA 2004</i> • <i>Privacy Act 1988</i> • <i>Residential Tenancies Act 1987</i> • <i>Residential Tenancies Regulations 1989</i> | <ul style="list-style-type: none"> • HCA National Housing Service Standards • HCWA Tenant Engagement Framework • HCWA Tenant Engagement Paid Partnership Guidelines • Privacy Policy • Advisory Committee of Tenants; <i>Terms of Reference</i> • HCA Accessible Communications Policy |

4.1 Glossary

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| Carer | A carer, as defined in the Carers Recognition Act WA 2004, is someone who provides care and assistance to another person who is frail, has a disability, a chronic illness or a mental illness. They do this without payment other than pensions, benefit or allowance. A spouse, de-facto partner, parent or guardian of the person requiring care or assistance is not classed as a carer under the Act. |
| Capacity | Your capacity for something is your ability to do it, or the amount of it you are able to do. For example, living independently; an individual may have the capacity to live mostly independently but require the assistance of a carer to do certain tasks. |
| Best Practice | The standards for policies and business functions that are accepted or prescribed as being the most correct, effective, or beneficial within the Community Housing Sector. |

4.2 Version Notes

| Version | Date | Details | Author | Approver |
|---------|------------|--|-------------|----------------------|
| 1 | 01/06/2017 | New policy implementation | A Paterson | S Groome |
| 2 | 01/11/2018 | Insertion of review & reference table and inclusion of carers | M Shaw | K Moorey |
| 3 | 28/01/2020 | Review to focus on Tenants and carers rather than stakeholders | N. Sangalli | Compliance Committee |
| 4 | 18/02/2021 | Business name change from Access Housing Australia to Housing Choices Western Australia (Housing Choices WA) and minor re-formatting. No change of policy content. | R. Cavanagh | M Shaw |
| 5 | 25/02/2021 | Review Date changed from 1/2/23 to 28/1/23 to align with Compliance Control Policy Register review cycle. | M Shaw | N Sangalli |
| 6 | 01/07/2022 | Policy review as part of policy implementation project. | R. Cavanagh | N Sangalli |

