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Overview

Purpose	This Policy outlines how Salvation Army Housing (SAH) employees will engage with the tenants in our properties, those looking to secure safe, settled, affordable housing and the broader community.
Who does this apply to?	This policy applies to All Salvation Army Housing Employees (SAH & SAHV)
Effective date	29/07/2020

Policy Statement

- 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.
- 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

- 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 comments 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

- The number of persons needing to move through our properties and into long-term properties is rising. To enable our client's 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 a greater understanding of the role of community housing and lead to increased opportunities for tenants

Roles and Responsibilities

The roles associated with execution of this policy are indicated in the table below.

Roles	Responsibilities
Personnel	Must: <ul style="list-style-type: none"> • Support community engagement processes and SAH decision-making by: <ul style="list-style-type: none"> ○ seeking information, ○ actively participating in engagement activities, ○ putting forward ideas; and ○ promoting consultation opportunities to other stakeholders. • Ensure their community engagement planning and delivery is consistent with this policy and as appropriate to their role and function.
Senior SAH Representatives	Must <ul style="list-style-type: none"> • Champion the commitment and principles of engagement through leadership, modelling best-practice and decision-making. • Manage teams and projects to ensure community engagement is undertaken consistent with this policy and that staff are appropriately resourced, trained and supported.
GM and CEO	Must: <ul style="list-style-type: none"> • Champion a culture that fosters best practice engagement and models the principles through leadership, process, and implementation of this policy.

Related Documents and References

Related Policy Documents

Tenant Wellbeing, Satisfaction and Feedback Policy
 Complaints, Feedback and Appeals
 Policy<Insert related TSA policies, procedures and/or supporting documents>

Related Procedure Documents

Related Supporting Documents

Community Engagement Plan
 Newsletters

Related Legislation

Related Standards

The National Regulatory System Community Housing Code - Performance outcome 3

Other Relevant Documents /Resources

<Insert relevant websites and/or links not identified above>

Document Control Information

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