

Tenant Engagement

Policy

BaptistCare will seek to engage with tenants in a meaningful and respectful manner and utilise tenant feedback to help shape and inform BaptistCare's service delivery, policies, and procedures. BaptistCare will foster positive relationships with tenants by ensuring their voices are heard and needs met through appropriate support and resources.

This policy applies to all tenants residing in properties managed by BaptistCare.

Definitions	
Community engagement	The active involvement, participation, and interaction of individuals within a community. It involves creating spaces for community members for social connection and skill development, encompassing various activities, including consultations, workshops, regular social outings and events, in addition to programs and services that develop a range of life-skills.
Stakeholders	Any individual, group, or organisation that has an interest or is affected by the activities, decisions, or outcomes of our service or organisation, either informally or formally.
Tenant	The person who has the right to occupy a residential premises under a residential tenancy agreement.
Tenant feedback	Seeking tenants' views on the organisation's service delivery, policies, and procedures, proposed changes and other issues.

Procedure

Engagement Strategies

Baptistcare will engage with tenants through:

1. Tenant Groups

Providing opportunities to involve tenants in the planning and delivery of services, including discussing site-based issues, gather opinions and suggestions about BaptistCare's services, provide updates on community housing matters, and seek input and feedback on services.

2. Surveys and Questionnaires

Inviting all tenants to participate in the Annual Tenant Satisfaction Survey to gather feedback on various aspects of housing and community services. BaptistCare will then develop and regularly review and evaluate Tenant Survey Action Plans, seeking clarification and deeper insights from tenants and respond accordingly through consultative processes. Other surveys may be developed to gain feedback on individual events and activities.

3. Activities and Events

Providing regular activities and events that bring tenants together.

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4. Connecting to External Services

Collaborating with external stakeholders to connect tenants to services and activities run by local organisations.

5. Workshops and Training

Offering workshops and training sessions to empower tenants with knowledge and skills to engage effectively.

6. Communication Channels

Utilising multiple communication channels, including newsletters, emails, SMS messages, regular phone calls and social media, to keep tenants informed and engaged. Key communications may be translated into community languages, and interpreters made available for conversations with tenants whose main language is not English.

7. Compliments, Complaints, Appeals and Feedback

Actively promoting BaptistCare's complaint and appeal processes in order to identify and manage areas for service improvement.

8. Conducting Property Inspections and Tenancy Compliance Visits

Regularly engaging with tenants to arrange and conduct property inspections and wellbeing visits. Encouraging tenants to request property repairs as required and provide feedback on completed repairs and maintenance.

9. Volunteering Opportunities

Providing opportunities for tenants to contribute their time and skills to build connections, develop new skills, and take an active role in shaping their living environment. This will be done in accordance with BaptistCare policy and procedures.

10. Completing Annual Tenant Needs Assessment

Meeting with tenants to identify and review their individual support needs and linking tenants to internal and external services as required.

Responsibilities

Housing Managers and Tailored Support Coordinators will:

- Promote tenant engagement activities through multiple communication channels.
- Encourage tenants to engage with opportunities to participate in activities, events, workshops, etc. with BaptistCare, with each other and with the local community.
- Provide necessary resources for tenants to participate in engagement activities.

References

- Residential Tenancies ACT 2010
- NSW Affordable Housing Ministerial Guidelines 2023-24
- National Regulatory Standards for Community Housing

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