

## H35. TENANT AND COMMUNITY ENGAGEMENT

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	2.0
Section:	Housing
Applies To:	Board, Management and Staff of all IAC Services
Date:	October 2015 (Review October 2018)

### Background and Purpose

The IAC's Housing policies articulate our aims, goals and philosophies in providing housing services for Aboriginal tenants and their families. They explain how the Illawarra Aboriginal Corporation works with its staff and other agencies to ensure that our tenants are afforded the best and most appropriate services and that we meet all of the requirements of the Aboriginal Housing Office and the Office of Community Housing.

### Principle

The IAC recognises and understands that it has a role in monitoring the changing needs of the local Aboriginal community and in modifying its services and service levels to best meet these changing needs.

The IAC also recognises that it may not have the capacity to meet all community needs and will continue to liaise with funding providers and other service providers to ensure that needs are met within or outside of the IAC.

The IAC is committed to working with the Aboriginal Housing Office and Housing NSW in an open and positive manner to ensure that we monitor and respond to the changing needs of the local Aboriginal community and develop systems to meet their needs through referrals and the modification or expansion of services.

### Our Commitment

*The IAC will:*

- monitor the demand for Housing services in the local Aboriginal community through community engagement
- continuously assess its capacity and services to ensure that the needs of the community are met
- liaise with the Aboriginal Housing Office and Housing NSW where we have identified a shortfall in the supply of services
- establish and maintain relationships with other service providers for the sharing of knowledge and the provision of services
- actively seek feedback from tenants and residents about Aboriginal housing services
- communicate with tenants before engaging in major policy decisions about our housing services

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### COMPLIANCE

*This policy complies with:*

- NSW Housing Act 2001
- NSW Residential Tenancies Act 2010

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### REFERENCES

*This policy should be read with:*

- **Housing NSW** "Changing a Tenancy Policy"
- **National Regulatory Code** - 1. Tenant and housing services (d) supporting tenant and resident engagement