



TMP 017

CLIENT ENGAGEMENT POLICY

VERSION	DATE REVIEWED	CHANGE SUMMARY
1.0	16th June 2018	Megan Ward GM Operations
2.0	1st September, 2019	Megan Ward GM Operations
3.0	1st June, 2022	Megan Ward GM Operations – review only

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1. AUTHORISING AUTHORITY

The Board has delegated authority to the Chief Executive Officer (CEO) for approval of all operational policies, including this policy.

The General Manager Operations is responsible for administering this policy.

2. PURPOSE / BACKGROUND

The policy articulates how Community Housing Canberra (CHC) will support and encourage our clients to participate in making informed decisions and engage with CHC to build capacity under our community development programs.

CHC promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD). CHC supports the objectives of the NDIS Quality and Safeguards Commission and promotes the NDIS principles of choice and control.

CHC aims to:

- Develop and demonstrate a clear commitment to the rights of applicants / tenants; to respectful, fair and non-discriminatory treatment.
- Support and proactively encourage a client centered approach to service delivery
- Work with the community by allowing for clear and honest communication, improving the understanding of each other's opinions, concerns, restrictions and strengths.

3. POLICY DETAIL

CHC engages with our clients to meet their needs in various way such as:

- Tenant forums
- Community outings
- Tenant satisfaction surveys
- Contributing to our newsletter and website
- Education and training events
- Programs to reduce isolation
- Home improvement/ efficiency programs
- Other activities as approved through the annual community development work plan.

CHC will review its performance to measure outcomes to support good practice in this area by regular review of its processes, measuring levels of feedback/attendance, and range of tenants actively participating.

Prescribed outcomes on all community development activities are reported to the CHC Community Committee.