

Policy

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| Policy Title | Resident Engagement |
| Policy Number | CEO002 |
| Department | CHP, Habitat for Humanity Australia |
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| Authorised By | B Tasker |
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Objective

This policy outlines how HFHA (we, us, our) work with residents to involve them in decisions that affect them and in the operations of the organisation.

Residents: People living in an HFHA property.

Policy

HFHA wants to involve residents in decisions that affect them, including:

- At a personal level e.g. decisions about where they live, any modifications they need
- At an organisational level in the work of HFHA e.g. in the design of housing and services.

Our residents may be supported by families, support services and other organisations. We will also work with their families, guardians and others who support them where they are happy for us to do so.

Our residents vary in their abilities and we will use a range of strategies to get their input and support them to make informed decisions.

RESIDENT involvement in decision making

We will support residents (current and potential) to make informed choices and exercise control over decisions that affect them, via a range of strategies including:

- Explaining the decisions that need to be made and the available options, using communication methods that suit their needs and preferences.

- Allowing time to make decisions (recognising any legal limitations that may apply)
- Supporting them to access advice from other people and/or services and assisting them to access that external advice
- Advising them of their right to have an advocate participate in any discussions
- Supporting and facilitating the involvement of family, friends, and others (as directed by the tenant) in discussions and decision making.

Involvement of residents in the organisation

We want to use the experiences of residents and get their input into the planning and review of our housing and our services.

- We will keep residents informed about our housing and services.
- We want to learn about our residents and the issues that are important to them and hear their views of our housing and services.
- We want their input into the planning and operation of our services.

We know there are barriers to resident involvement. We will use a range of ways to gain their input.

We recognise that not all residents may want to be involved in the work of the HFHA. We respect their wishes.

Strategies to inform and involve resident in the operations of HFHA may include:

- **Information:** We will provide information to residents in a range of ways. We will make information publicly available.
- **Input:** We will seek input from residents on issues that affect them and the services we provide. operations.
- **Feedback:** We will seek feedback from our residents, their families and the organisations that support them about their experiences.
- **Orientation:** We will provide an orientation for all new residents.
- **Access to HFHA Staff and Directors:** HFHA staff, management and Board Directors will visit properties and be available to speak with residents.

Communicating with tenants

We know that our residents have a range of communication abilities.

Strategies to facilitate communication may include:

- Determining current ways a resident communicates (to gain an understanding of communication needs and preferences)
- Providing information and communicating in a range of ways such as:
 - Providing information in different mediums e.g. large text, voice
 - Using interpreters
 - Providing written information in plain English and/or Easy English (or providing a summary in plain English and/or Easy English).
 - Verbally explaining information
 - Translating key information
 - Encouraging residents to bring friends, family, or advocates of their choice to any meeting with us.

We will work with residents, their families, guardians and/or support services to identify their communication needs and preferences.

The Board's Engagement with residents

Annually, and in conjunction with the SIL provider, at least two of HFHA's directors will host a 'house meeting' with residents at each of its sites.

The purpose of this interaction is for the directors to engage with residents and for them to provide feedback on their homes and supports. In particular, the directors will seek confirmation that property maintenance is at an acceptable standard and the daily living supports are meeting their expectations. After each house meeting, the directors will provide a written report to the Board.