

Resident Engagement and Participation Policy

Purpose

This policy outlines the CatholicCare Victoria Housing Ltd (CCVH) approach to resident engagement and participation.

Scope

This policy applies to all CatholicCare Victoria Housing Ltd (CCVH) residents, as well as the communities we work in.

Policy Statement

Guiding Principles

Through this policy, CatholicCare Victoria Housing Ltd aims to:

- Place the resident at the center of everything we do
- Encourage and provide meaningful opportunities for resident involvement in decision-making
- Recognise the diversity of our residents by offering a wide range of opportunities for involvement
- Listen to and act on the feedback we receive
- Improve the cohesion of communities we work in.
- Create a thriving community that is consistent with disrupting disadvantage.

CCVH is committed to giving residents the opportunity to give us feedback and to participate in decision-making and planning of activities, programs and events that impact them. We do this by:

- Clearly informing residents of decisions or activities that they can be a part of at the start of and during their tenancy
- Sending out resident newsletters
- Keeping the CCVH website up to date
- Facilitating local resident groups, community events and block meetings
- Providing interpreters and disability access at meetings and events, where required.

We understand that not all residents may want to join and we will respect an individual's choice not to participate.

Community Building

CCVH works with a range of community partners to deliver social, health and recreational activities for our residents and the broader community with an aim to:

- Increase confidence and build skills,
- Improve personal wellbeing and feelings of safety,
- Connect residents to each other and to their neighbourhoods,
- Improve the cohesion of neighbourhoods and communities,

- Build strong active and meaningful relationships between residents and local services,
- Reduce stigma associated with living in social housing,
- Enhance social and economic outcomes.

Feedback

CCVH encourages residents to provide feedback about our services and their experience in a way that suits them. This includes:

- Satisfaction Surveys
- During home visits, meetings, phone calls, face to face discussions and office interviews
- Resident groups
- Block meetings
- Email.

We use all feedback collected to measure and improve our services. See *Complaints, Appeals and Feedback Policy* for more information.

Related Information

- CatholicCare Victoria Housing Ltd Complaints, Appeals and Feedback Policy
- Victorian Housing Registrar Performance Standard 1 (Tenant and housing services)

Transparency and Accessibility

This policy will be available on our website.

Version Control

Version	1	Review frequency	Approved: June 2023 Next Review: June 2025
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