



2022 SERVICE CHARTER



CONTENTS

GENERAL

· About	5
· Our Objectives	6
· Service Standards	7
· Tenants' Rights and Communication	8
· Welcome to your Home	9
· Alterations to your Property	10
· Tenancy Charges	11
· Managing Arrears.....	12

SOCIAL HOUSING TENANTS

· Charging Rent	13
· Rent Subsidy	14
· Applying a Rent Subsidy	15

AFFORDABLE HOUSING

· What is Affordable Housing	16
· Income Limits.....	18
· Lease Reviews	19

MAINTENANCE

· Maintenance to your Home	20
· Time Frames	21
· Tenant Responsibilities during their tenancy	22

TENANT SERVICES AND ENGAGEMENT

· Our Holistic Services.....	23
· Outreach Services	25
· Our Commitment to our People.....	26

COMPLAINTS AND APPEALS	27
-------------------------------------	-----------

TENANT FEEDBACK.....	28
-----------------------------	-----------

KEY CONTACTS.....	30
--------------------------	-----------

KEY PARTNERSHIPS.....	31
------------------------------	-----------



ACKNOWLEDGEMENT TO COUNTRY

Tharawal Aboriginal Housing Corporation acknowledges the Dharawal people who are the Traditional Custodians of the land on which we work and live, and recognise their continuing connection to land, water and community.

We pay respect to Elders past, present and emerging.

ABOUT

Who we are

Tharawal Housing Aboriginal Corporation is a Community Housing Provider that specialises in providing social housing for Aboriginal people.

Tharawal Housing Aboriginal Corporation aims to support Aboriginal people to successfully sustain tenancies by linking clients into support services where applicable.

Tharawal Housing Aboriginal Corporation aims to educate Aboriginal people by providing pathways into improved housing outcomes delivered in a culturally appropriate manner.

Operating Hours



Monday	9am to 5pm	Thursday	9am to 5pm
Tuesday	9am to 5pm	Friday	9am to 4:30pm
Wednesday	9am to 5pm		



Location

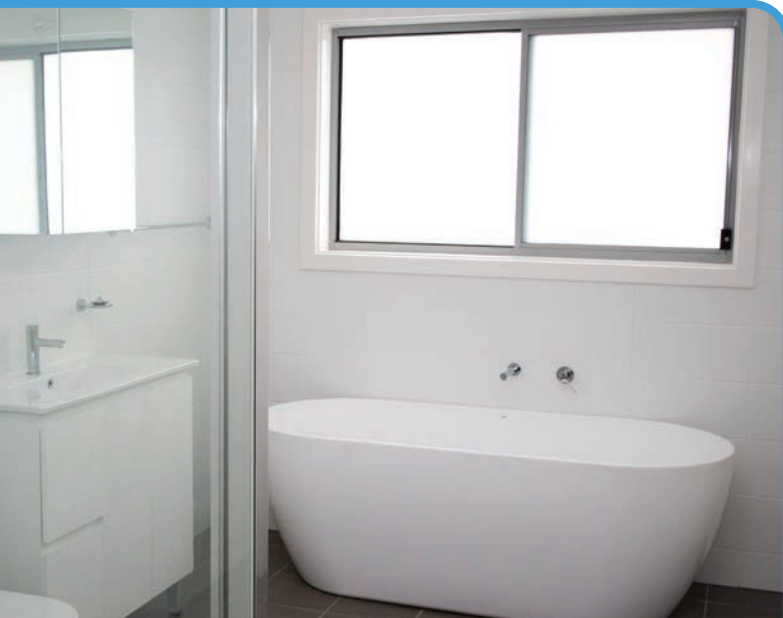
187 Riverside Drive, Airds NSW 2560

Contact

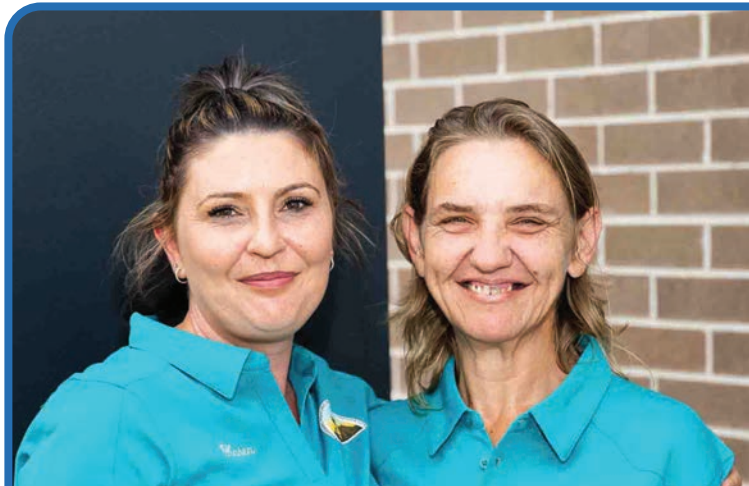


P: (02) 4628 4837 | M: 0423 602 195
E: enquires@tharawalhousing.com.au
www.tacams.com.au/housing

OUR OBJECTIVES



- Provide a holistic service to Aboriginal tenants by providing access to quality housing, healthcare, childcare, education and social and emotional services.
- To educate Aboriginal people by providing pathways into improved housing outcomes delivered in a culturally appropriate manner.
- Apply for grants/funding and assistance where possible to provide quality housing to Aboriginal people.
- Promote and encourage training and employment opportunities for Aboriginal people.
- Work with government and non-government organisation to ensure a viable Aboriginal social housing sector into the future.



Karen Fischer
Housing and
Compliance Project
Officer

Alison Croall
Housing
Manager

SERVICE STANDARDS

CHANGING THE WAY HOUSING IS DELIVERED TO OUR MOB

- ▶ Tharawal Housing Aboriginal Corporation is committed to providing all clients with outstanding customer services.

This is achieved by:

- Treating everyone with dignity and respect.
- Actively seeking feedback on ways to improve service delivery.
- Providing a safe and secure environment.
- Following the Code of Practice for Housing for Community Housing Providers and relevant laws and standards.
- Ensuring accountability for actions.
- Making sure policies are accessible and up to date.
- Listening to the issues.

- ▶ Tharawal Housing Aboriginal Corporation staff are experienced workers who are trained to deal with difficult situations and understand the importance of valuing each person's experience with the organisation.

- We will be courteous and respectful when working with you.
- Listen to your concerns and provide the best advice possible.
- Follow the Code of Conduct.
- Refer or link tenants to support services when required.
- Respond to enquiries in a timely manner.
- Provide tenants with accurate housing information.
- Regular communication with tenants e.g. by phone, SMS or home visits.
- Work within the guiding principles of the Housing Act 2001 and the Residential Tenancies Agreement 2010.
- Value the privacy and confidentiality as set out in the Privacy Act 1998 and the Health Records Act 2002 NSW.

TENANT RIGHTS & COMMUNICATION



As a tenant you have the following rights...

- To be provided with a written lease agreement.
- To be provided with a Property Condition Report at the commencement of your tenancy.
- To be assisted to understand any information you are provided with.
- To be advised of your rights and responsibilities.
- To be provided a copy of the Housing Service Charter.
- To provide feedback, complaints and appeals.



As a tenant you are responsible for...

- Providing accurate and up to date information relating to household occupants and any changes to income to Tharawal Aboriginal Housing Corporation within a timely manner.
- Reporting any issues you may have with maintenance, property damage or nuisance and annoyance.
- Report any issues you may have with staff or the service that is delivered by Tharawal Housing Aboriginal Corporation.



Keeping tenants informed...

Tharawal Housing Aboriginal Corporation aims to keep all tenants informed of any changes to processes or policies or upcoming events

We do this by:

- Letters
- Newsletters
- Notice Boards
- Emails
- Updating our website
- Social Media
- Text Messages
- Tenant Forums

WELCOME TO YOUR HOME



▶ LOOKING AFTER YOUR HOME

Tenants are obligated to maintain their property in a clean and safe manner, including the maintaining of internal and external cleanliness. It is a tenant's responsibility to ensure their lawns and gardens are maintained.

At the commencement of their tenancy, tenants can expect that the property will be in a reasonable condition free from pests and vermin.

Tenants are encouraged to take pride in their home. Tharawal Housing Aboriginal Corporation supports all tenants to achieve the best possible outcome for their families. Tenants are encouraged to contact their Housing Officer if they need any support or assistance. We understand that at times we may all struggle so don't be ashamed or afraid to ask for assistance.

▶ YOUR RESPONSIBILITIES AS A TENANT

As a tenant you are responsible for the below:

- Meeting all payment responsibilities including rent, water, bond (if applicable) and tenancy charges
- Paying the electricity and gas
- Personally occupying your home
- The behaviour of your family and visitors
- Advising of any changes to your household or income within 28 days

▶ BEING A GOOD NEIGHBOUR

Tharawal Housing Aboriginal Corporation is committed to ensuring that all tenants are treated fairly and not discriminated against.

There is zero tolerance for harassment or discrimination towards any tenant. This includes verbal and physical abuse, discrimination, threatening behaviour relating to racial, religious, cultural or personal difference. All tenants are responsible for their own behaviour as well as additional occupants and visitors.

ALTERATIONS TO YOUR PROPERTY



Tharawal Housing Aboriginal Corporation would like all tenants to make their properties feel like a home and the following minor alteration are able to be carried out without the consent of Tharawal Housing Aboriginal Corporation.

✓ Minor Alterations

- Hanging of photos and pictures
- Child safety locks
- Child safety gates that are portable
- Telephone line
- Internet access
- Foxtel or pay TV
- Portable shed

✗ Major Alterations

- Erecting of carport or garage
- Building a pergola
- Concrete slabs
- Permanent sheds
- Swimming pools
- Internal or external painting
- Changes or modifications to any permanent fixtures

Tenants are not permitted to carry out any of the above listed alterations without written consent from Tharawal Housing Aboriginal Corporation. Refer to "During a Tenancy Policy" for more information.

▶ Access to the property

Tenants are required to give access to Tharawal Housing Aboriginal Corporation staff or any other persons authorised by Tharawal Housing Aboriginal Corporation to enter the property to carry out routine inspections. Properties are not generally inspected more than 4 times in a 12 month period, providing written notice is given to the tenant 7 days in advance.

Tharawal Housing Aboriginal Corporation staff or any other person authorised by Tharawal Housing Aboriginal Corporation may enter the property without the consent of the tenant in the following circumstances;

- To carry out urgent repairs to the property.
- In an emergency.
- If all reasonable attempts have been made to enter the property with consent of the tenant and there is reasonable cause for serious concerns about the health or safety of the tenant or occupants.
- In accordance with Tribunal orders.

TENANCY CHARGES

RENT AND TENANCY CHARGES

As a tenant you have the following rights:

- To have your rent and tenancy charges assessed and determined in a fair and transparent manner in accordance with *Tharawal Housing Aboriginal Corporation Rent Charge, Water Charge and Tenancy Charges Policies*.
- To have your rent reassessed when there are changes to your household or income.
- To be advised in writing of any tenancy charges and or cost you may be liable for.
- To be able to appeal tenancy charges and tenant repair costs.
- To be advised of any changes to policies or procedures that relate to tenancy charges.
- To be provided with a rent and water ledger every 3 months.

As a tenant you are responsible for:

- Paying your rent and water charges on time in accordance with our tenancy agreement
- Advising Tharawal Housing Aboriginal Corporation staff of any changes to your household or household income within 28 days of the change occurring.
- To provide requested document in order for your rental subsidy to be assessed correctly.
- To apply for Commonwealth Rent Assistance.

PAYING RENT AND WATER CHARGES

Ways to pay your rent:

- Direct Debit.
- Centrepay Deduction.

PAYING BOND CHARGES

All tenants will be charged bond. Bond is charged at the market rent value not the subsidised rent for Affordable Housing Tenants.

Social Housing Tenants of Tharawal Housing Aboriginal Corporation are charged bond on all properties managed. Bond is charged at the amount of 4 week's rent (that is, the amount of rent you agreed to pay at the start of the tenancy).

Tenants of Tharawal Housing Aboriginal Corporation are given 3 months to pay the bond off. Once the bond is paid in full it will be lodged with NSW Rental Bond Board. Failure to pay your bond off in the required timeframe could result in your tenancy being terminated.

Don't be afraid to ask for help or to speak with your Housing Officer. Everyone goes through hard times. We are here to help and support our tenants in sustaining their tenancies.



MANAGING ARREARS

Tenants are responsible for paying their rent on time. Should you have any difficulties in paying your rent, please contact your Housing Officer as soon as possible so they can assist you in resolving the matter.

Tharawal Housing Aboriginal Corporation has a range of support services and links to agencies that may be able to assist you. Please refer to our Hardship Policy.

Category	Time	Reminder Notice
Category 1	1 to 6 days in arrears	A first reminder letter will be sent, phone call, SMS or email.
Category 2	7 to 14 days in arrears	A second reminder letter will be sent and a home visit will be conducted. Phone call, SMS or email.
Category 3	15 days or more in arrears	If no contact is made from the tenant and a payment plan has not been entered into. A Notice of Termination will be issued.
Category 4	30 days or more in arrears	An application with the NSW Civil and Administrative Tribunal may be lodged. A formal order will be requested for the arrears and rent to be paid.



SOCIAL HOUSING - CHARGING RENT

SOCIAL HOUSING RENTAL SUBSIDY

Social Housing tenants are entitled to apply for a rental subsidy. Rent subsidies are granted to tenants who cannot afford market rent based on their household income. A rental subsidy is the difference between the rent collected by the tenant and the market rent charged for the property.

RENT SUBSIDY REVIEWS

Rent subsidies are to be undertaken every 6 months on all social housing properties. The purpose of a rent subsidy review is to ensure tenants are still eligible to receive a rental subsidy.

Tenants are given 28 days to return their application. Failure to return a rent subsidy application could result in market rent being charged. It is the responsibility of the tenant to return their application.



DETERMINING MARKET RENT

Market rent is based on the rent data, relevant to the type and location of the property. Department of Community Services (DCJ) Housing NSW publishes market rent quarterly in the Rent and Sales Report Data.

Tharawal Housing Aboriginal Corporation will use this data to determine market rent settings. In situations where market rent is not available, Tharawal Housing Aboriginal Corporation will obtain an independent market rent appraisal.

Tharawal Housing Aboriginal Corporation reviews market rent annually. The market rent for each property is listed on the Residential Tenancy Agreement. If a tenant pays market rent and is impacted by a market rent increase/decrease. The tenant will be given 60 days' notice before any changes will take effect.

COMMONWEALTH RENT ASSISTANCE

Household members in receipt of Centrelink payments, residing in Tharawal Housing Aboriginal Corporation are eligible to be assessed for Commonwealth Rent Assistance (CRA) by Centrelink.

CRA is an additional payment granted to tenants residing in Community Housing. Centrelink will assess the amount each household member is paid based on household type and rent charged.

Tenants will only be charged CRA based on the amount they received from Centrelink.

Tenants on subsidised rent will be charged rent based on their eligibility for a rent subsidy plus 100% CRA. Rent charged cannot exceed market rent.

SOCIAL HOUSING RENT SUBSIDIES

Tenants who are charged rent based on their household income will be charged rent based on a percentage of household income. The below table indicate the percentage of rent payable based on household members and income type:

Assessment Rate	Tenants/other Household Member
25-30%	The tenant, their spouse or live-in partner, irrespective of their age All other persons living in the household who are aged 21 years or over
15%	People living in the household aged 18 to 20 years inclusive who are not the tenants, their spouse or live-in partner
15%	Family Tax Benefit (FTB) Part A & B which are not taken through the taxation system (excluding FTB Energy Supplements)
Nil	Persons living in the household aged under 18 years who are not the tenant, their spouse or live in partner are not assessed for rent-setting purposes
100%	Commonwealth Rent Assistance

DETERMINING A RENT SUBSIDY ELIGIBILITY

Table 1: Household member types and weekly income allowances determine the tenant's rent subsidy eligibility. These amounts are linked to the Department & Community Justice Housing (DCJ) income thresholds.

Table 1: Household member types and weekly income allowance from 6 July 2020:			
Household member	Weekly income allowance		
	A: 25% Moderate income limit (or threshold)	B: 27% limit (or threshold)	C: 30% Subsidy eligibility limit (or threshold)
First Adult	\$835.00	\$1,044.00	\$1,555.00
Each Additional adult	\$220.00	\$275.00	\$415.00
First Child	\$165.00	\$206.00	\$315.00
Each Additional child	\$115.00	\$144.00	\$205.00

If a tenant's income is over the subsidy eligibility limit as shown in Table 1 - Column C, the tenant is deemed ineligible for a rent subsidy. When assessing a tenants eligibility for a rent subsidy, Commonwealth Rent Assistance (CRA) will not be taken into account.

APPLYING SOCIAL HOUSING RENT SUBSIDY INCOME LIMITS RULES

For tenants eligible for rent subsidy, Table 2 – Rent Assessment rules, provides the proportion of applicable rent subsidy for each income threshold to use when calculating actual rent payable.

Table 2: Rent assessment rules	
Conditions	Rule
Gross assessable household income is less than the moderate income limit (column A in table 1)	Rent payable is 25% of income
Gross assessable household income is: <ul style="list-style-type: none"> • Equal to or more than the moderate income limit, and • Less than the 30% limit (column B in table 1) 	Rent payable is 27% of income
Gross assessable household income is: <ul style="list-style-type: none"> • Equal to or more than the 30% limit, and • Less than the subsidy eligibility limit (column C in table 1) 	Rent payable is 30% of income
Family Tax benefit Part A and Part B	Rent payable is 15% of income
Tenants or household members between 18-20 years old	Rent payable is 15% of income
Gross assessable household income is equal to or more than the subsidy eligibility limit (column C in table 1)	Rent payable is the market rent for the property. These households will not be entitled to a rent subsidy.
Rent payable is calculated as being more than the market rent	Rent payable is the market rent for the property
Maximum rent payable	Market rent for the property
No Market Rent data available from DCJ Sales and Rent report (or Market Rent deemed to be unrealistic)	Market rent will be set based on an independent valuation being undertaken. (e.g. rent listing for comparable property in the same location)
Commonwealth Rent Assistance (CRA)	<p>Tenants and their household members may be eligible for CRA. Any rent amount payable (market, calculated or subsidised) is the full amount of rent owed. The CRA amount can contribute toward the rent amount.</p> <p>If a person or a household member is not eligible for CRA, then that person's rent payable will not include CRA.</p>
Rounding	All subsidised rents to the nearest dollar.

AFFORDABLE HOUSING

WHAT IS AFFORDABLE HOUSING?

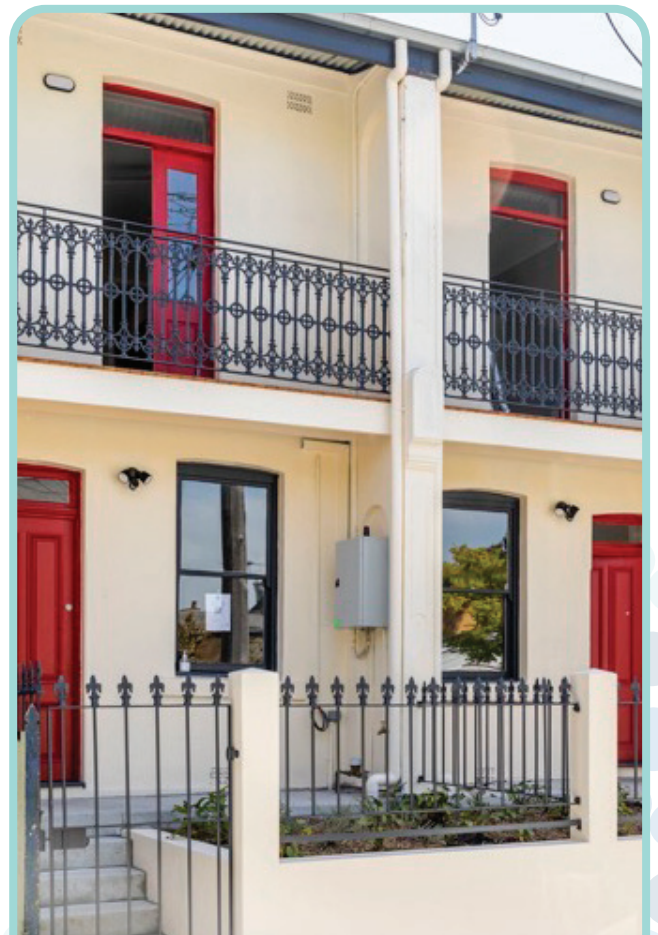
Affordable Housing is a government initiative to assist the needs of people on low to moderate incomes in the rental market. The rent setting on Affordable Housing properties is set below the standard market rent.

The aim of the program is to assist people to be able to meet the basic living costs such as food, clothing, transport, medical expenses and education.

▶ WHO IS ELIGIBLE?

Applicants applying for Affordable Housing with Tharawal Housing Aboriginal Corporation must meet the following eligibility criteria:

- Confirmation of Aboriginality
- Be a resident of NSW
- Be a citizen or have permanent residency in Australia
- Be at least 18 years of age
- Proof of Identity
- Household income within the income eligibility limits
- Not own any assets or property which could reasonably be expected to resolve housing needs
- Be able to sustain a successful tenancy, without support or with appropriate support in place



AFFORDABLE HOUSING

HOUSING NEED

Applicants will need to demonstrate a need for Affordable Housing and be unable to resolve their housing needs in the medium to long term without assistance. Some factors include but are not limited to; currently living in unaffordable and/or unsuitable housing or needing to relocate for employment or family reasons.

The number of people residing in the property must be appropriate to the size of the home.

HOW LONG CAN I STAY

Applicants will be offered a 12 month fixed term tenancy agreement. At the end of the fixed term tenancy agreement, tenants will be required to undergo an eligibility assessment to ensure they are still eligible for the program. Providing the tenant/s meet eligibility requirements, a new 12 month fixed term tenancy agreement will be offered.

Tenant/s will be required to undergo an eligibility assessment annually to remain in affordable housing. Tenant/s will be required to provide proof of their total household income. In circumstances where the tenant/s no longer meet the eligibility criteria, a 3 month fixed term lease will be offered to the tenant/s to allow them time to find alternative accommodation.

BOND

Approved applicant/s will be required to pay 4 week's market rent at the commencement of their tenancy agreement plus 2 weeks' advance.

HOW TO APPLY

Applicant/s need to complete an application for Affordable Housing and provide the below evidence. Applications will be assessed within 28 days of receipt. Applicants will be advised in writing of the outcome. Approved applicants will be placed on the waiting list.

EVIDENCE REQUIRED

All applicants over the age of 18 are required to provide proof of all income sources, for example:

Applicant or family members in receipt of Centrelink Income will need to provide 12 months' payment history from Centrelink .

Applicant or family members in receipt of wages/salary will need to provide 12 months' pay slips or notice of tax assessment or a letter from their employer stating gross annual income for the last 12 months.

Applicants or family members who are self-employed will need to provide profit and loss statement for the last 12 months .

- Proof of ID
- Birth Certificate
- Medicare Card
- Drivers Licence
- Health Care Card
- Key Card

PROOF OF ASSETS AND/OR DEBT

- 3 month Bank Statement
- 3 months of all Loan Repayment Statements

CURRENT RENT RECEIPT

- Proof of recent rent receipts if applicable or a copy of Rental Tenancy Agreement OR details with landlord's full name, address and phone number.

ADDITIONAL DOCUMENTATION RELATING TO PROGRAM

- Confirmation of Aboriginality
- Proof of connection to the area e.g. employment, family

RENT CHARGED

Rent charged on properties is generally 74.9% of the market rent for the property. Rent can be paid weekly or fortnightly. Tenants will be advised of the weekly rent charge prior to accepting the property. Rent reviews are undertaken on all properties annual. Tenants will be advised of any rent increase.

WATER CHARGED

Tenants are responsible for paying water usage charges. Tenants will be invoiced quarterly and have 30 days to pay their account.

AFFORDABLE HOUSING INCOME LIMITS

Table 1: Household income eligibility limits for affordable housing: 2021/22

Household members	Gross annual household income		
	Very low	Low	Moderate
Sydney			
Single Adult	\$28,600	\$45,700	\$68,600
Each additional adult (18 years or over)	Add \$14,300 to the income limit	Add \$22,900 to the income limit	Add \$34,300 to the income limit
Each additional child (under 18 years)	Add \$8,600	Add \$13,700	Add \$20,600
New South Wales			
Single Adult	\$25,400	\$40,600	\$60,900
Each additional adult (18 years or over)	Add \$12,700 to the income limit	Add \$20,300 to the income limit	Add \$30,500 to the income limit
Each additional child (under 18 years)	Add \$7,600	Add \$12,200	Add \$18,300

These tables provide a quick reference guide to maximum income levels for a range of different household sizes and combinations. Table 2 is for households in the Sydney statistical district (as defined by ABS).

Table 2: Household income eligibility limits for Sydney region: 2021/22

Household Type	Very low	Low	Moderate
Single	\$28,600	\$45,700	\$68,600
Single + 1	\$37,200	\$59,400	\$89,200
Single + 2	\$45,800	\$73,100	\$109,800
Single + 3	\$54,400	\$86,800	\$130,400
Single + 4	\$63,000	\$100,500	\$151,000
Couple	\$42,900	\$68,600	\$102,900
Couple + 1	\$51,500	\$82,300	\$123,500
Couple + 2	\$60,100	\$96,000	\$144,100
Couple + 3	\$68,700	\$109,700	\$164,700
Couple + 4	\$77,300	\$123,400	\$185,300

AFFORDABLE HOUSING

LEASE REVIEW

- ▶ Tenants residing in Affordable Housing properties with Tharawal Housing will need to undergo a lease review one month prior to their lease ending.

What you will need to provide to assess you're eligible for a lease extension in Affordable Housing:

- Proof of Income for the past 12 months for all household members over the age of 18.
- 6 months of bank statement for all household members over the age of 18 years.
- Complete an Affordable Housing Review Application Form.

As part of the NSW Ministerial Housing Guidelines, your total household income cannot exceed the below income limits:

Table 5: Ongoing eligibility income limits for Sydney affordable housing tenants: 2021/22

Household Type	Ongoing eligibility maximum income limit
Single	\$85,750
Single + 1	\$111,500
Single + 2	\$137,250
Single + 3	\$163,000
Single + 4	\$188,750
Couple	\$128,625
Couple + 1	\$154,375
Couple + 2	\$180,125
Couple + 3	\$205,875
Couple + 4	\$231,625

Affordable housing tenants are able to earn 25% over the maximum access income limit and still remain eligible. Table 5 shows the ongoing eligibility maximum income limits for Sydney tenants, while Table 6 shows ongoing eligibility maximum income limits for NSW

- ▶ When assessing your application for a new lease, Tharawal Housing Aboriginal Corporation will also take into account the below:

- Household complement
- Tenancy history
- Property size and type



MAINTENANCE

MAINTENANCE TO YOUR HOME

Tharawal Housing Aboriginal Corporation outsources maintenance to Hume Community Housing. Hume Community Housing works in close partnership with Tharawal Housing Aboriginal Corporation to provide outstanding service delivery to our people. All maintenance work is undertaken by their accredited contractors.

Tenants are to report any maintenance or repair needs to their home as soon as practicable. Any maintenance issues reported will be managed in accordance with the Repairs and Maintenance Policy.



REPORTING MAINTENANCE

Maintenance issues can be reported by:

- In writing by completing the Repairs Request Form
- By calling our maintenance service provider (Hume Housing) on 1800 004 300, 24 hours 7 days a week.

TIME FRAMES FOR MAINTENANCE WORKS

CATEGORY	TIME FRAME	MAINTENANCE COVERS
Emergency	4 hours	<ul style="list-style-type: none"> - Health, safety and security related emergencies such as (but not limited to) electrical danger, fire, storm etc. - Gas leakage. - Significant water loss due to a major water pipe failure. - Major sewer overflow internal to premises including internal common areas. - Significant security threats to the premises and/or persons. - Long term damage to the property.
Category 1	24 hours	<p>Safety or security threats to occupants requiring prompt action:</p> <ul style="list-style-type: none"> - No lights working in the home. - Blocked drain outside the home.
Category 2	72 hours	<p>Situations where there is a functional failure of an essential item or appliance:</p> <ul style="list-style-type: none"> - Hot-water heaters. - Stoves. - External door locks. - Common area washing machines and dryers.
Category 3	20 days	<p>For general repairs and maintenance requests that cannot wait for the planned works .</p>

TENANT RESPONSIBILITIES DURING THEIR TENANCY

TIME FRAME	RESPONSIBLE FOR
From Commencement of tenancy	<ul style="list-style-type: none"> - Light globes. - Gardens and lawns. - Cleaning. - Connection costs and subsequent accounts.
After first two weeks	<ul style="list-style-type: none"> - Fuses where tenant's appliances have caused the fuses to blow. - re-ignition of pilot lights.
After first 3 months	<ul style="list-style-type: none"> - Stove elements (where fault is caused by abuse).
After 6 months	<p>- Pest sprays and vermin control. As a general rule, pests or vermin are deemed to be the responsibility of the tenant. However, Tharawal Housing Aboriginal Corporation is flexible with these decisions. We are aware of the impact of neighbours of infestations next door.</p> <p>Tharawal Housing Aboriginal Corporation will, on occasions carry out control measures if an infestation at a Hume managed property presents a problem to a neighbour, or where Tharawal Housing Aboriginal Corporation is spraying an adjacent property and an infestation occurs in the immediate vicinity.</p>

▶ PLANNED MAINTENANCE

Tharawal Housing Aboriginal Corporation undertakes property surveys of all properties managed every 3 years. The data from these surveys is used to plan upgrade works to properties.

PLANNED WORKS INCLUDES BUT IS NOT LIMITED TO:

- Major repairs or replacement of kitchen.
- Major repairs or replacement of bathrooms.
- Major repairs or replacement to flooring.
- Major repairs or replacement of fencing.
- Internal and external painting.

TENANT SERVICES & ENGAGEMENTS

OUR HOLISTIC SERVICES

Tharawal Aboriginal Corporation have the convenience that all of their services are in the one location. Through the Aboriginal Medical Service you have access to all medical services including Doctors, Nurses, allied health, specialist services and Dental services. Tharawal Aboriginal Corporation provide services for the Aboriginal community from birth to senior years.



MEDICAL SERVICES

- General Practitioners.
- Specialists - Confirmation of Aboriginality required to use service.
- Nurses.
- Pathology.
- Allied Health



DENTAL CLINIC

- Dental Services.
- Confirmation of Aboriginality is required to use service.



BULLABULLA

- Antenatal and postnatal clinics.
- Antenatal and postnatal home visits.
- Breastfeeding support for parents.
- Immunisation.
- Nutritional and health education during pregnancy.
- Child health checks.

It is acknowledged that tenants may not wish to access internal support services available. In these cases, tenants will be referred to external support agencies.

▶ THARAWAL HOUSING ABORIGINAL CORPORATION PRIVACY STATEMENT

Tharawal Housing Aboriginal Corporation values the rights and privacy of all clients. Tharawal Housing Aboriginal Corporation will not share your personal information with anyone unless required to by law or consent has been given. Tharawal Housing Aboriginal Corporation complies with NSW privacy legislation when collecting and managing personal information. We may use your information within our organisation when coordinating and planning ways to provide better service delivery. As a tenant you have the right to access your personal information.

OUR HOLISTIC SERVICES

▶ Programs offered by Tharawal Aboriginal Corporation may change from time to time.

Tenants will be updated of any changes to programs and any additional financial support systems or services that become available.



GUMBULYUNJANG

- Family case management.
- Early intervention.
- Parenting programs and support.



WARANWARIN & OORUNGA WANDARRAH

- Early Learning Centres.
- Multi-disciplinary children health service including Child Psychologist, Speech Therapist, Occupational Therapy and Children's Health Checks.
- Developmental Paediatric Clinic.
- Parenting Programs.
- Family cooking classes.
- Playgroups.
- Early links and support for children with additional needs.



SOCIAL & EMOTIONAL WELLBEING

- Drug and Alcohol Counselling.
- Social Support Worker.
- Psychologist.
- Psychiatrist.
- Youth Worker.
- Bringing Them Home.
- Mental Health Worker.
- Healthy Lifestyles Programs.
- Financial Assistance.



OUTREACH SERVICES

▶ CENTRELINK

Centrelink Community Engagement Officers.

▶ MACARTHUR LEGAL CENTRE

Macarthur Legal Centre believes that it's important to be a part of the community they service, so our solicitors provide face-to-face legal advice sessions at various outreach locations throughout the Macarthur region. You may make an appointment with Tharawal Social & Emotional Well-being Reception.

▶ SOUTH WEST TENANCY ADVICE & ADVOCACY SERVICE

South West Sydney Tenants Advice and Advocacy Service (SWSTAAS) provide advice to tenants, duty advocacy in the Tribunal, and community education to frontline workers as well as tenants. Also, as appropriate, SWSTAAS provides advocacy referral, and representation in the Tribunal – conciliation and/or formal hearing.



OUR COMMITMENT TO OUR PEOPLE

Clients are encouraged to first speak with their Housing Officer if any issues arise. All complaints received are actioned within 30 working days of receipt unless otherwise advised by your Housing Officer.

To lodge a complaint with Tharawal Aboriginal Housing Corporation you will need to do one of the following;

- Complete the complaints form (located on our website or local office).
- In writing or via email.
- Via phone.

▶ EXTERNAL AVENUE FOR COMPLAINTS

If a tenant, applicant, stakeholder or a member of the public is dissatisfied with the service delivery, products or management of social housing by Tharawal Housing Aboriginal Corporation they have a right to follow any other avenues of complaint. These may include:

- **NSW Civil and Administrative Tribunal** is able to make decision that relate to tenancy breaches in accordance with the Residential Tenancies Act 2010. The NSW Civil and Administrative Tribunal has no jurisdiction over policy related matters. If a tenant believes Tharawal Housing Aboriginal Corporation has not adhered to their obligations as a landlord or has breached the tenancy agreement, tenants are able to lodge an application to have their matter heard. - <http://www.ncat.nsw.gov.au/>
- **Tenants Advice and Advocacy Services** is able to provide tenants with information relating to their rights and obligations of social housing providers in accordance with Residential Tenancies Act 2010. - <https://www.tenants.org.au/>
- **The Local Member of Parliament** is able to provide support.
- **The Community Housing Industry Association NSW** can address complaints against community housing providers who are signed up to the Code of Practice, providing the complainant has attempted to address the complaint with the provider. The complaint needs to relate to a breach of the Code of Practice. - <http://communityhousing.org.au/>
- **The Registrar of Community Housing** is a government body that oversees the compliance of community housing provider that are approved and registered under the Housing Act 2001. The Registrar is able to investigate complaints about a community housing provider's performance against the regulatory Code. - <http://www.rch.nsw.gov.au/>

COMPLAINTS & APPEALS

As a tenant you have the right to:

- Be provided with information on how to make a complaint, appeal and comment about the services you receive from Tharawal Housing Aboriginal Corporation.
- To complain about the services you receive without being penalised or disadvantaged.
- To have your complaint, appeal or comment investigated fairly, confidentially and have the appropriate steps and actions taken to resolve your concerns.

▶ LODGING AN APPEAL

All appeals need to be lodged in writing by completing the Tharawal Housing Aboriginal Corporation Appeals Form which is located on the website or can be collected from the office. Not all issues can be appealed. Refer to our "Appeals Policy" for more information.

When lodging an appeal you are encouraged to lodge any supporting evidence you may have. All appeals are addressed within 28 days of receipt. If for some reason your appeal will take longer to process you will be advised by a Housing Officer.

EXTERNAL AVENUES FOR APPEALS

Housing Appeals Committee (HAC):

The Housing Appeals Committee (HAC) is an independent body that deals with appeals from tenants, applicants and stakeholders who are unhappy with a decision made by a social housing provider.

Before a tenant, applicant or stakeholder can lodge an appeal with HAC, the appellant first must follow the internal policies and processes of their housing providers. If the appellant is still dissatisfied with the decision of their social housing provider, they are encouraged to lodge an independent appeal with HAC.

To lodge an appeal with HAC, the appellant will need to complete the Appeal Forms.

For more information on HAC roles, refer to <http://www.hac.nsw.gov.au/>.

External Avenues for Actions and Information:

NSW Civil and Administrative Tribunal - <http://www.ncat.nsw.gov.au/>
 Tenants Advice and Advocacy Services - <https://www.tenants.org.au/>
 Community Justice Centre - <http://www.cjc.justice.nsw.gov.au/>
 Local Member of Parliament.

TENANT FEEDBACK

▶ FEEDBACK FROM TENANTS

Tharawal Housing Aboriginal Corporation values the feedback of all tenants. It is important that tenants are able to voice their concerns and share ideas on how service delivery can be improved. Tenants are able to provide feedback to Tharawal Housing Aboriginal Corporation in many forms, such as:

- Yearly surveys.
- Participating in tenant forums.
- Speaking with their Housing Officer.
- Being an active member of the Tharawal Yarning Circle.
- Suggestion box.
- Via TAC website.

Feedback is used to improve service delivery, identify changes to be made and re-examine aspects of policy and procedure. To ensure that tenants and applicants are aware of their rights, Tharawal Housing Aboriginal Corporation will:

- Give tenants and applicants information on their rights and responsibilities in a format that is easy to understand.
- Have policies that are consistent with the organisation's constitution and applicants' rights and responsibilities.
- Have clear mechanisms and structures by which tenants and active applicants have the opportunity to provide input into the organisation and encourage them to participate in decision-making activities.
- Inform and seek the opinion and ideas of tenants and active applicants when considering important changes.
- Ensure people get enough information and time to make consultations useful.
- Ensure staff know the support options available and have working relationships with key individuals in other appropriate organisation's in their local community.

Tharawal Housing Aboriginal Corporation will utilise the outcomes of complaints and comments as lessons learnt and use this information as way to improve the approach of service delivery to our clients.



TENANT FEEDBACK

GENERAL FEEDBACK & COMMENTS

Tharawal Housing Aboriginal Corporation recognises the importance of tenant consultation and community consultation. We pride ourselves on the services we deliver to our community. We are here to listen to ways to improve service delivery to ensure better outcomes for our people. We have an open door policy for all clients. Never be afraid to say what you are thinking or feeling. There is no right or wrong.

LOCAL TENANT GROUPS

Tenants are encouraged to establish local tenant working groups. Tenant working groups will need to establish their own Terms of Reference and can meet as many times a year as agreed. Tharawal Housing Aboriginal Corporation will support local tenant working groups by promoting the groups on the website and newsletters.

Local tenant groups give tenants the opportunity to work closely at a local level. Housing staff from Tharawal Housing Aboriginal Corporation will attend local tenant groups on request from the Chairperson.

Tharawal Housing Aboriginal Corporation holds no delegation or responsibility for local tenant working groups. The purpose of these groups is to give tenants a forum in which they can discuss events, social activities and housing issues. Groups are to be solely run by the tenants.

THARAWAL YARNING CIRCLE

The Tharawal Yarning Circle is made of 10 tenants and 1 Board Member who will attend every second meeting, or as requested by the Chairperson from the Yarning Circle.

The purpose of the Tharawal Yarning Circle is a direct link to Tharawal Housing Services Board of Directors. The Tharawal Yarning Circle meets 4 times a year and is guided by the term of reference. It is an opportunity for tenants to participate in ways to improve service delivery, housing outcomes and activities for tenants.

Tharawal Housing Aboriginal Corporation will provide the venue for the Yarning Circle to meet, and tenants will be reimbursed a maximum of \$30.00 for travel expenses incurred as a result of attending meetings. Members of the Yarning Circle are not paid a wage, as it is a volunteer role.

KEY CONTACTS

- ▶ **Tharawal Aboriginal Corporation**
Medical, Dental and Social and Emotional Support
Address: 187 Riverside Drive Airs 2560
Phone: 02 4628 4837
- ▶ **Housing NSW Call Centre**
General Enquires Line: 1300 468 746
Link2home Homelessness: 1800 152 152
- ▶ **Aboriginal Housing Office**
Address: Level 6, 33 Argyle Street Parramatta 2150
Phone: 02 8836 9444
- ▶ **South West Sydney Tenant Advice and Advocacy Services**
Phone: 02 4628 1678 or 1800 631 993
- ▶ **Greater Sydney Aboriginal Tenant Services**
Phone: 02 9833 3314 or 1800 251 101
- ▶ **Aboriginal Legal Aid**
Address: Level 8, 33 Argyle Street Parramatta 2150
Phone: 02 8836 3400
- ▶ **Department of Fair Trading**
Address: 60 Station Street Parramatta 2150
Phone: 13 32 20
- ▶ **NSW Civil and Administrative Tribunal**
Hotline: 1300 006 228
- ▶ **Aboriginal Legal Aid**
Address: Level 8, 33 Argyle Street Parramatta 2150
Phone: 02 8836 3400
- ▶ **Police Hotline**
Phone: 13 14 44



KEY PARTNERSHIPS

▶ Tharawal Housing Aboriginal Corporation would like to thank the below organisation for their on-going support and commitment to working together to deliver better outcomes for Aboriginal People in NSW.

- **THARAWAL ABORIGINAL CORPORATION**
- **Home to Stay – Neami National and Department of Community & Justice (DCJ) Housing**
- **NSW ABORIGINAL HOUSING OFFICE (AHO)**
- **HUME COMMUNITY HOUSING**
- **DCJ HOUSING SOUTH WEST SYDNEY DISTRICT**
- **DUBAY GUNYAH – AHO, NSW Community & Justice and Marrin Weejali**
- **HOUSING ACTION NETWORK – John Stott (Consultant)**

Tharawal Housing Aboriginal Corporation policies and procedures are written in line with all government policies settings and guidelines.



Moving forward to provide quality services that combine traditional values with commitment to enhance housing, health and wellbeing for Aboriginal people.

"Your Health, Our Commitment"

