DIGNITY AND RESPECT CHARTER

FOR TENANTS AND APPLICANTS

At SGCH we recognise and value the importance of demonstrating dignity and respect to workers, tenants, applicants and stakeholders in our day to day service delivery. Our organisational values set the standard for our behaviour and service delivery. We deliver our services with support, accountability, respect and integrity.

SGCH staff and contractors must abide by our *Code of Conduct and Ethics* to ensure staff maintain professional behaviour at all times and comply with legislative and regulatory standards.

Our SGCH workers are expected to:

- provide you with prompt, friendly, courteous and efficient customer service
- ensure that the information we provide you is accurate, reliable and easy to understand
- respect your privacy and ensure that access to your personal information is properly managed

Tenants and Applicants are expected to:

- abide by the Dignity and Respect Charter
- treat SGCH workers and contractors with courtesy, dignity and respect at all times
- not harass, threaten, bully, defame SGCH staff, contractors or other tenants (in person, in writing and/or online social media (e.g. Facebook, Twitter, Youtube)
- not verbally threaten (e.g. threat to person, colleagues or acquaintance, property or organisation) SGCH workers, contractors and other tenants

What action SGCH will take where tenants and applicants do not abide by this Charter:

- terminate the conversation, meeting or home visit with tenant or applicant and refer the matter to the Team Leader or Manager
- issue a verbal warning to the tenant or applicants and/or
- issue a written warning to tenants or applicants
- if there are further complaints accompanied with sufficient documentation from SGCH
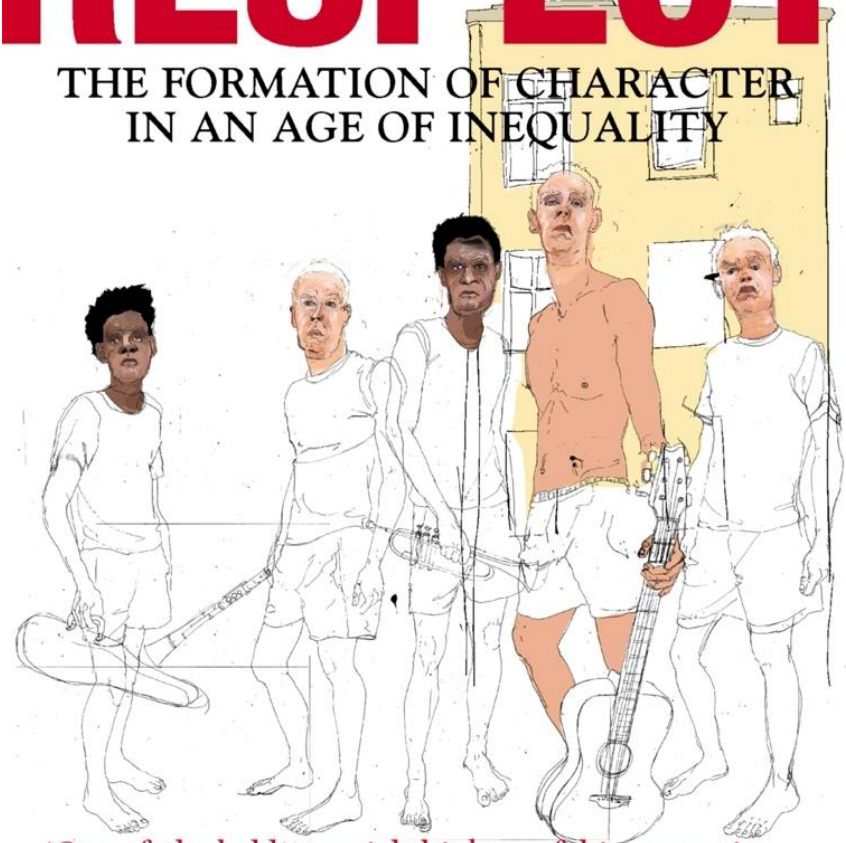
Social Housing
Regulation Review

There is a hyper shortage of social housing

21.5% of low income tenants are in secure housing

Public housing	Community housing
124,500	25,500

Private rental on rent assistance	Rooming house	Caravan park	Homeless
500,700	9,800	12,700	24,800

78.5% of low income tenants are in insecure housing

Social housing regulation review reform pillars

1. Tenants at the centre of the system

- Legislative reforms to give primacy to the interests of system users
- Infrastructure to formally obtain current and prospective tenant input to policy and regulatory decision making
- Single advocacy body for all social housing tenants

2. Streamlined and consistent social housing regulation

- Common minimum standards and reporting across social housing
- Oversight by a single regulator
- Greater transparency of financial management in public housing provision

3. Regulation that drives better standards of social housing delivery

- Dwelling standards
  - Energy efficiency
  - RTA minimum standards
  - Maintenance and repairs
  - Fire safety
  - Accessibility
- Tenancy sustainment
- Cultural safety for Aboriginal tenants
- Workforce capability

4. Complaints and dispute resolution arrangements that work for tenants

- Social housing advocacy body has role in support and referrals:
  - No wrong door
  - Central navigation point
  - Warm referrals
- A specialist social housing dispute resolution service with broad remit and wide range of resolution tools.
- Dedicated culturally appropriate services for Aboriginal tenants

5. Regulation that drives accountability for use of public funds

- Effective oversight of emerging complex structures and entities
- Affordable housing oversight
- Transparency and accountability measures

6. Regulation that supports sustainability and growth

- Remove disincentives to registration
- Facilitate Aboriginal Community Controlled Organisation registration
- Reduce duplication and increase flexibility for providers
- Proactive role for regulator
- Steps to align with NRSCH

7. An independent regulator for the social and affordable housing sector

- Strong & independent
- Authority overseeing system with diverse participants
- Access to appropriate skills
- Well resourced to perform a wider scope of functions
- Aboriginal registration team embedded in regulator
- Strong capability in both economic regulation and social vulnerability