

Policy OPS.007

Client and tenant participation

Carry On (Victoria) Ltd and its subsidiaries. Operating as Veteran Housing Australia (VHA).

Contents

1	Purpose.....	2
2	Policy Responsibility.....	2
3	Definitions	2
4	Principles	2
1.1	Rights.....	2
1.2	Contribution.....	2
1.3	Continuous improvement	2
1.4	Consultation	3
1.5	Agency consultation	3
1.6	Participation.....	3
1.7	Equitable access	3
5	Review & Approval	3

1 Purpose

Veteran Housing Australia (VHA) recognises that it is more likely to effectively meet the needs of its clients and tenants if they are able to offer advice about services that VHA delivers to them.

Participation is the sharing of information, ideas, decision making and engagement by VHA with its tenants/clients. It is a continuous process where information, ideas and power are shared.

The aim of this policy is to demonstrate that VHA values client and tenant input in the continuous improvement activities within business activities.

2 Policy Responsibility

CEO – Oversight of policy Implementation.

General Manager & Veteran Services Manager – Liaison with tenants through a variety of sources to collect feedback.

3 Definitions

Feedback – Is any sort of information on service delivery provided to VHA, via any means.

4 Principles

1.1 Rights

VHA believes that clients and tenants have a right to have input into decisions that affect their lives. VHA will inform clients and tenants on how their participation has or will contribute to its business activities.

1.2 Contribution

VHA values client and tenant views and aims to facilitate their participation. VHA will engage with clients and tenants to identify and address barriers to participation, to ensure optimum access is achieved.

VHA will make its website accessible for clients and tenants, including the ability to make comments.

1.3 Continuous improvement

VHA will utilise the information it obtains to review and inform policies, procedures, work instructions and performance measures.

1.4 Consultation

VHA will utilise a variety of processes which seek client and tenant views. These views will be incorporated into decisions about VHA activities that will likely have positive outcomes for clients and tenants.

1.5 Agency consultation

Agency consultation refers to the relationship that exists between VHA, client/tenant and community agencies.

1.6 Participation

VHA business units will take into account the differing capacity to which clients and tenants are engaged in VHA activities. This could include length of contact and tenure of services provided.

1.7 Equitable access

VHA business units will ensure that there is a diverse representation of client and tenant groups, so far as is reasonable in order to achieve a holistic cross section of client and tenant views.

5 Review & Approval

Action	Date
1 st Issue	2024
This version	April 2026
Next Review	April 2027