**Client Welfare Policy**

**Operations Victoria**

Document Owner

**2**

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**5/09/2023**

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**5/09/2020**

Date Published

3 Years

Review Period

Current as at: 9/08/2022

# Purpose

The purpose of this policy is to establish the scope of Housing Choices' responsibility for the wellbeing of its clients.

# Scope

This policy covers all Housing Choices staff and all properties, tenancies and clients.

This policy applies to the following entities within the Housing Choices Australia Group:

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Abbreviation** | **ACN** |
| Disability Housing Limited | DHL | 118 571 547 |
| Singleton Equity Housing Limited | SEHL | 007 008 853 |
| Housing Choices Australia Limited  | HCAL | 085 751 346 |
| Housing Choices Tasmania Limited  | HCTL | 147 840 202 |
| Housing Choices South Australia Limited | HSCAL | 122 807 130 |
| Housing Choices NSW Limited | HCNSWL | 619 158 299 |

# Scheduled Review

The General Manager is responsible for the maintenance of this policy.

Failure to comply with this policy and associated procedures may result in disciplinary action, including termination of employment.

Where there is non-conformance or breach of this policy, the General Manager is to be informed and remedial action is to be taken as part of the continuous improvement process.

Failure to comply with this policy may result in:

* harm or risks of harm to the health and safety of Housing Choices' employees and contactors
* harm to clients through the application of inappropriate advice or assistance
* failure for Housing Choices to have proper insurance coverage for workplace injuries or public liability
* breaches of the Residential Tenancies Act through acting in ways in which Housing Choices is not able to act as a landlord
* reputational damage
* confusion of roles and responsibilities with other providers of support

# Policy Statement

Housing Choices' primary duty to clients is that as a tenancy manager and asset manager to ensure that it delivers excellent customer service in a manner which respects the privacy and dignity of clients.

Housing Choices operates within a network of skilled, professional and dedicated community service providers. We collaborate with them in both informal and formal ways to sustain tenancies.

Housing Choices staff are not trained in, and must not provide services or support to clients outside of their role as a tenancy and property manager, including services in the nature of:

* support and assistance with the client's disability or health problems
* mental health support
* life skills
* crisis support
* counselling
* family violence support

In an emergency situation or where a Housing Choices staff member has concerns for a client's well-being, Housing Choices utilises the following approaches which are consistent with its role as a property and tenancy manager:

* making contact with police and emergency services, and attending the property in accordance with the Home Visits procedure in the presence of police and emergency services
* notifying support services, case workers, family members or other informal supports (where the client has provided consent for Housing Choices to do so)
* making appropriate and sensitive referrals to other appropriate services.

Housing Choices does not:

* tolerate abuse (verbal and physical) from its clients or members of the public even where a client's welfare is at risk
* expect its staff to take risks to their safety to prevent harm to a client or to property
* act as a welfare provider.

At all times Housing Choices staff must:

* abide by the terms of the Residential Tenancies Act and tenancy agreements, including those provisions which prohibit the landlord from entering a rented premises without notice or without the client's consent
* not place themselves in any situation where they are exposed to any danger to their health and safety, and immediately leave any situation where their health and safety is at risk. Concern for a client's wellbeing does not override the need for all staff to remain safe at all times.
* ensure that reporting obligations (for example to DHS) are complied with.

# References:

|  |  |
| --- | --- |
| legislation & Standards | Related INternal documents |
| * Disability Discrimination Act 2004
* National Disability Insurance Scheme Act 2013
* NDIS Quality and Safeguarding Framework
* National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2018
* National Disability Insurance Scheme Practice Standards and Quality Indicators 2018
* NRSCH 2: Housing Assets 2c: Planning and undertaking responsive, cyclical and life-cycle maintenance to maintain property conditions (asset maintenance)
* Residential Tenancies Act VIC 1997
* Residential Tenancies Act TAS 1997
* Residential Tenancies Act SA 1995
* Residential Tenancies Act NSW 2010
* Work Health and Safety Act 2011 (NSW)
* Work Health and Safety Regulation 2017 (NSW)
* Work Health and Safety Act 2012 (SA)
* Work Health and Safety Regulations 2012 (SA)
* Work Health and Safety Act 2012 (Tas)
* Work Health and Safety Regulations 2012 (Tas)
* Occupational Health and Safety Regulations 2017 (Vic)
* Occupational Health and Safety Act 2004 (Vic)
* Occupational Safety and Health Regulations 1996 (WA)
* Occupational Safety and Health Act 1984 (WA)
 | * [Equal Opportunity Policy](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/ESxcCPyfOxZXkENutFvTxrwBZh4MGfbQcCbsXFu5_D6OFw?e=Bot0f9)
* [Incident Management & Reportable Incidents for Residents in SDA Procedure](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/ESDS8CCQWwRRgbTvcFFq5VwBq4s8NvIpt8Rer8_LBAylNA?e=0McMqQ)
* [Safety Practice - Identifying Hazards, Risks and Reporting Incidents Procedure](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/EX3DrWCvK31ThRXCzdxI2EoBr5jU5-1lrUzZ10u0LwcXeA?e=cvPRKv)
* [Vacancy Management Procedure SDA](https://housingchoicesaustralia.sharepoint.com/%3Aw%3A/s/knowledge/EdbkmDW9pf9Rpae9zl_wvYsBB21ifsAsmpF0d3B09R8k1w?e=0hQBSl)
 |

## Glossary

[add terms specific to this policy/delete section if not appropriate].



**English:**

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

**Arabic:**

إذا كنت بحاجة إلى مترجم، يرجى الاتصال ﺒ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال ﺒ
**Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا
**9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

**Farsi (alt Persian):**

اگر به مترجم نیاز دارید، لطفا با شماره تلفن تیس نشنال131 450 تماس بگیرید و از آنها بخواهید با
**Housing Choices Australia** به شماره **1300 312 447** تماس بگیرند. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به www.tisnational.gov.au

**Vietnamese:**

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**.

Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

**Somali:**

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

**Simplified Chinese:**

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码： **1300 312 447**。我们的营业 时间是 **9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址： www.tisnational.gov.au

**Traditional Chinese:**

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

**Spanish:**

Si necesita un intérprete, por favor llame a TIS National en el 131 450ypida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

**Italian:**

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d’ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

**For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.**