

Service Standards		Document #:	Print Date:
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Purpose

CatholicCare Community Housing Services (CHS - incorporating Centacare Evolve Housing & CatholicCare Affordable Housing) is committed to providing a high quality of service to our applicants, tenants and other service users, from here on referred to as tenants. The service standards outlined in this document serve as guiding principles for the delivery of all our services. The principles are based on the National Community Housing Standards

Why have Service Standards?

The National Community Housing Standards are an important guide to which we can benchmark and monitor our performance. This supports us in our pursuit of delivering high quality housing service. The service standards have been developed around the overall aims of community housing:

- Affordability
- Choice
- Responsiveness
- Security
- Sustainability
- Accountability
- Fairness
- Respect
- Participation
- Partnerships
- Quality

The standards have been broken down into seven sections:

1. tenancy Management	5. governance and organisational management
2. asset Management	6. management systems
3. tenant rights and participation	7. human resources management
4. working with the community	

Our commitment

CHS is committed to providing and delivering high quality service to all its tenants, contractors and stakeholders. To ensure our work practices reflect a high standard they should be continually viewed with the following standards in mind.

Section 1: Tenancy management

Standard 1.1 Allocation of housing

We select tenants in an open and fair manner, based on an assessment process which considers individual and local housing needs and meets the stated aims of the organisation

Standard 1.2 Establishing and maintaining tenancies

We are tenant focused and where possible work with tenants to establish and maintain successful tenancies.

Standard 1.3 Changing needs of tenants

The changing housing needs of tenants are responded to fairly and flexibly within the capacity of the organisation.

Standard 1.4 Ending tenancies

Tenancies are ended in a way that is legal and minimises the impact on the organisation and tenants.

Section 2: Asset management

Standard 2.1 Asset management strategy

A Strategic Asset Management Plan for the management of our housing assets is in place to ensure they deliver optimal return in terms of financial investment, service delivery and meeting housing need.

Standard 2.2 Responsive maintenance and repairs

Our systems enable the effective delivery of repairs and maintenance so that housing is well-maintained and the assets managed by the organisation are protected.

Standard 2.3 Planned maintenance

We plan for the maintenance and upgrade of our housing assets to ensure accommodation quality and overall value is sustained within the means of the organisation.

Standard 2.4 Stock acquisition and development

We acquire and develop new and existing housing stock in accordance with strategic growth objectives and to meet identified need.

Standard 2.5 Partnerships and new business

Our growth strategy is based on sound financial planning.

Section 3: Tenant rights and participation

Standard 3.1 Tenant rights

We uphold tenant rights through our work and those who access our services are assisted to exercise their rights and responsibilities.

Standard 3.2 Tenant participation

Tenants are encouraged to provide feedback and become involved in making decisions on issues which affect them or their tenancy.

Standard 3.3 Access to services of the organisation

Applicants and tenants are, as far as possible, given opportunities to access a range of services appropriate to their needs.

Standard 3.5 Confidentiality and privacy

We respect and maintain applicants' and tenants' confidentiality and privacy.

Standard 3.6 Complaints and appeals

Complaints and appeals of decisions are addressed promptly and fairly in line with our feedback policy and procedure.

Section 4: Working with the community

Standard 4.1 Tenants' access to support

We provide tenants with access to relevant support to help manage and maintain their tenancy.

Standard 4.2 Building community capacity

The work we undertake contributes to sustainable improvements in the wellbeing of tenants and communities.

Standard 4.3 Providing housing information, advice and referral

We provide community members accessing our service with up-to-date information and referrals that assists them to find safe housing options.

We provide opportunities for community involvement in planning and delivery of Community Development initiatives

We are active community members who contribute to positive change in the community and its environment

Section 5: Governance and organisational management

Standard 5.1 Establishing and maintaining governing bodies

Members of the board of management (CEH) and advisory board (CAAH) have the skills and experience needed to fulfil their obligations and to establish and oversee the strategic direction of both organisations.

Standard 5.2 Good governance

The organisation has clearly defined purpose and goals and is accountable for all aspects of its work.

Standard 5.3 Effective management

The organisation is managed to ensure accountability and deliver outcomes consistent with its aims and objectives.

Standard 5.4 Business planning

We have a business plan in place which outlines objectives and specifies how resources will be used to achieve them.

Standard 5.5 Organisational review

Regular evaluation and review ensures that the organisation is working efficiently and effectively towards achieving its goals.

Section 6: Management systems

Standard 6.1 Financial management and systems

Our financial systems support effective financial control, management, accountability and ongoing viability.

Standard 6.2 Administrative systems

Our administrative systems support effective management and accountability.

Standard 6.3 Management information systems

Information about our activities, applicants, tenants and staff (where applicable) is used to drive decision making processes and to support management of the organisation.

Standard 6.4 Office environment

Our office premises and equipment provide a safe, secure and appropriate work environment for staff and tenants.

Standard 6.5 Environmental sustainability

We work to reduce the environmental impact of our operations, housing and assets.

Section 7: Human resources management

Standard 7.1 Recruiting, selecting and appointing staff

Staff are appointed to the organisation with the skills and experience needed for their work and for their ability to contribute to the overall goals of the organisation.

Standard 7.2 Staff management and development

Staff are managed within a framework that assists them achieve their objectives, develop their skills and contribute to the overall goals of the organisation.

Standard 7.3 Employment systems

We have fair and effective systems in place to support our responsibilities as an employer.

Standard 7.4 Work health and safety

Staff and volunteers work in a safe and healthy environment.

Standard 7.5 Management of volunteers

Volunteers are supported to do their jobs well and safely.