

National Awards for excellence in Community Housing

The National Award for Excellence in ORGANISATIONAL MANAGEMENT

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Introduction to the Category

This award is presented to the organisation that has developed and implemented the best structures and processes for managing its activities. Quite often an organisation feels like it functions effortlessly and this can often be attributed to having effective systems in place to manage the organisation, including sound decision-making procedures, and good communication. The extent to which tenants are encouraged to participate in the management of the organisation is also relevant to this category.

Criteria used by the judging panel

Four criteria have been used to determine excellence.

1. Active tenant participation in all aspects of the organisation's business

You will need to show ways in which your organisation actively brings to life the philosophy of tenant participation that underpins community housing.

Evidence could include details of:

- Tenant participation in the management of the organisation and/or involvement in other related activities.
- Structures in place for inviting tenant feedback and how this is incorporated into planning. For example, exit interviews, yearly evaluations, and avenues for tenants and other stakeholders to provide suggestions.
- How tenants are kept informed about changes within the organisation and developments in the sector more generally.
- Policies and procedures that minimise conflict of interest when tenants are involved in decision making processes or in management.

2. A culture of planning, evaluation and service development

You will need to provide examples of your organisation's planning processes and how decisions arising from planning exercises are implemented.

Evidence could include:

- Evidence to show that service development is influenced or shaped by the organisation's statement of purpose.
- Details of effective planning, management, and evaluation systems to implement change.
- Tenant and other stakeholders' involvement in strategic planning processes or service reviews.
- Procedures to monitor and improve the organisation's work environment taking into account the interests of staff and tenants.

3. Well developed and effective organisational management systems including policies and procedures to support best practice

You will need to provide information about the day-to-day running of your organisation and strategies implemented to support best practice, create greater efficiency and thus better outcomes for tenants and for the organisation as a whole.

Evidence could include:

- Evidence to show your office systems and management strategies have resulted in improved service delivery, including greater integration between different aspects of the business.
- Procedures implemented by the organisation to improve transparency and accountability, delegations, codes of conduct/ethics, conflict of interest policies, decision-making processes.
- Training programs for staff and volunteers on the use of policies and procedures.
- Financial management strategies including those guiding investments.

4. A positive work environment for paid workers and volunteers

You will need to demonstrate how your organisation's working environment supports a move towards higher levels of professionalism in the sector.

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Evidence could include details of:

- How the office environment promotes the health and wellbeing of workers and volunteers.
- Systems that have been implemented to support the work of volunteers and staff, and ongoing professional development.
- Consultative mechanisms to invite staff and volunteer input.

National Community Housing Training, Resources and Services

This list is a guide only and is by no means complete – if you know of other good practice resources out there please let us know so that we can spread the word.

Building a Better System Manual

This manual has descriptions of community housing organisations that have shown good practice in areas of their service delivery. The areas include: improving outcomes, supporting growth, managing community housing, developing indigenous housing, responding to special needs and design and construction.

Available from the National Community Housing Forum 02 9211 0422

National Community Housing Standards

The Awards are not linked to accreditation but the standards are good practical examples of some of the areas that are covered by the criteria.

Available Online: www.nchf.org.au/standards.html or hard copy from NCHF 02 9211 0422

Queensland

Queensland Community Housing Coalition

38 Hope St
South Brisbane Qld 4101
Phone: 07 3844 9947
Fax: 07 3844 3297
Email: adminsupport@qchc.asn.au
Web: www.qchc.asn.au/welcome.htm

Queensland Community Housing Resource Workers

Web: <http://www.qchc.asn.au/CHRW/defaultchrw.htm>

NSW

NSW Federation of Housing Associations

Level 3, 17 Randle Street
Surry Hills NSW 2010
Phone: 02 9281 7144
Fax: 02 9281 7603
Email: nswfha@communityhousing.org.au
Web: www.communityhousing.org.au

NSWFHA is also developing a good practice database of organisations that are happy to share their good practice examples.

Association to Resource Co-operative Housing

27a/94 Oxford Street
Darlinghurst NSW 2010
Phone: 02 9361 6834
Fax: 02 9361 6395
Email: archnsw@arch.asn.au
Web: www.archnsw@arch.asn.au

Victoria

Community Housing Federation of Victoria

85 Cowper Street
Footscray Victoria 3068
Phone: 03 9687 2933
Email: chfv@chfv.org.au
Web: www.chfv.org.au

South Australia

Community Housing Council of SA

283-285 Payneham Rd
Royston Park SA 5070
Phone: 08 8362 1022
Fax: 08 83621944
Email: info@chcsa.org.au
Web: www.chcsa.org.au

Western Australia

Community Housing Coalition of WA

1st Floor 33 Moore Street
East Perth WA 6004
Phone: 08 9221 7933
Fax: 08 9221 7944
Email: reception@communityhousing.com.au
Web: www.communityhousing.com.au

Useful Good Practice websites

Churches Community Housing

www.churches.org.au

National Community Housing Forum

www.nchf.org.au

Non-profit Governance & Management Centre:

www.governance.com.au

Community Housing Information and Reference Service

<http://chirs.infoxchange.net.au/about.html>

Community Housing Federation of Australia

www.chfa.com.au

Queensland Standards and Accreditation Unit

www.chsau.qld.gov.au

Australasian Housing Information Network

www.infoxchange.net.au/menu/hh.html

Australasian Housing Institute

www.housinginstitute.org

For more information on the National Awards for Excellence

Contact:

National Community Housing Forum

Room 626, 3 Smail Street, Ultimo NSW2007

Phone (02) 9211 0422

Fax (02) 9211 3735

Email awards@nchf.org.au

Web www.nchf.org.au
