

National Awards for excellence in Community Housing

The National Award for Excellence in SERVICE TO TENANTS AND COMMUNITIES IN RURAL AND REMOTE AREAS

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Introduction to the category

To be eligible to enter under this category, services must be based in a rural and/or remote area. For the purpose of the National Awards for Excellence 05 rural and remote areas are defined as those geographical locations that are non-metropolitan and at a distance that restricts access to goods, services, and opportunities.

This Award is presented to the community housing organisation that best demonstrates excellent service to tenants and the local community in rural and remote areas.

Assisting tenants to establish and maintain affordable, secure tenancies is a key objective of community housing. Long term and secure tenancies provide a basis for future social and economic participation.

Criteria used by the judging panel

The criteria are aimed at four different areas of activity.

1. Sustained benefit to tenants and the local community

You will need to show what significant achievements have been generated as a result of your organisation's relationship with tenants and the local community. In short, what benefits have tenants and the local community received as a result of your organisation's intervention or activities?

Evidence could include examples of:

- Significant improvements for tenants in quality of life, such as increased independence, greater social integration, participation in work, training or education.
- Evidence to show how the organisation adapts to the changing needs of tenants and how this is reflected in decision making, including stock acquisition.
- How tenants are informed of their rights and are supported to exercise them.

- Initiatives that relate to wider challenges faced by the local community. These could include examples of the organisation's involvement in estate renewal projects and/or other community development activities.

2. Evidence of tenant satisfaction

You will need to show how effectively your organisation communicates with tenants.

Evidence could include examples of:

- Ongoing or one-off initiatives or systems in place to assess the level of tenant satisfaction, and invite tenant feedback.
- The way your organisation informs tenants of their rights, and encourages tenant participation in decision making. This may include newsletters, sub committees, regular meetings or social events.
- How your organisation interacts with tenants at the beginning or at the end of each tenancy, including established procedures such as exit interviews.
- How your organisation informs tenants about the way in which income is assessed and ensures fairness, consistency, and confidentiality.

3. Effective referral and support links with relevant agencies

You will need to show how your organisation works with relevant community support services to achieve long term and sustainable tenancies and as a result, improve tenants' quality of life.

Evidence could include examples of:

- Formal agreements between your organisation and support services.
- Mechanisms to keep tenants informed of changes affecting support services in the local community and referrals systems.
- How you monitor the link between support provided to tenants and their ability to maintain their tenancies.
- Other strategies in place to achieve long-term sustainable tenancies.

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4. Local community involvement

You will need to show the ways in which your organisation interacts with the local community and facilitates tenant involvement.

Evidence could include examples of:

- Joint projects involving your organisation and the broader community.
- Ways in which your organisation works with the broader community to promote harmony and to overcome conflict and prejudice.
- Activities initiated by your organisation for the benefit of the broader community, including recreational, social or educational activities.
- Involvement in community planning or economic development initiatives.

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 8362 1944
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:

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