

Member and Community Engagement

(replaces Member and Community Engagement Policy 1 dated June 2016)

Policy Number: 3

Version No. 1

Established: 2021

Present Version Passed: 13/04/2021

Next Scheduled Review: 2023

PURPOSE

Northern Geelong Rental Housing Co-operative (NGRHC) is committed to engaging with its members and the wider community as a core activity essential to the viability of the organisation.

The greater the engagement by the NGRHC members in the Co-op community's decision-making and activities the more successful NGRHC will be.

Being engaged in the wider community allows NGRHC to model the benefits of community housing in the pursuit of locally inclusive communities.

The purpose of this policy is:

- To facilitate the engagement and contributions of members in the continued development of the Co-op as a welcoming and supportive environment for all members
- To facilitate the engagement of NGRHC within the wider community in a way that contributes to a more inclusive and vibrant community in the neighborhoods in which the Co-op operates

This policy establishes the approach of NGRHC to:

- Promoting Community Housing; and
- Contributing to socially inclusive communities.

SCOPE

This policy applies to all renter-members, non-member Directors and staff of the NGRHC

RELEVANT CO-OPERATIVE OBJECTIVES

Housing Registrar Performance Standards for Registered Housing Providers.

POLICY STATEMENT

NGRHC will facilitate, and be involved, in activities with its members and the wider community which, contribute to, strengthen and enhance the lives of members and their families.

Additionally NGRHC will engage by partnering with the wider community to enable a greater range of opportunities for members. NGRHC aims to connect its members to local services and encourage them to gain the full benefits of belonging to the broader community in which NGRHC operates.

Approach to Member and Community Engagement – guiding principles

To facilitate the engagement of members in the active participation of NGRHC **within the Co-op and the wider community**, NGRHC will:

:

- Listen to its members' ideas and preferences for engagement and participation through seeking feedback, surveys, issue-based working groups, social media etc.

POLICIES & PROCEDURES OF THE NORTHERN GEELONG RENTAL HOUSING CO-OPERATIVE LTD

- Communicate regularly with members via social media, newsletters, surveys and meetings
- Provide a range of options and activities for participation/engagement to members
- Actively encourage members to nominate for NGRHC working groups, sub-committees and/or the Committee of Management
- Provide appropriate training and development to members
- Provide dedicated staff resources to facilitate member engagement activities
- Encourage and enable members to engage in all Co-op activities through the provision of transport and childcare costs.
- Continue to make strategic assessments of which groups/alliances/organisations to which we should participate in or develop partnerships with.
- Regularly evaluate the Co-op's engagement/participation with groups/alliances/organisations through the Member Engagement Committee, who will examine the benefits for members and communities in which NGRHC operates and communicate this feedback to the Committee of Management
- Encourage and enable staff through the provision of work hours and travel costs to engage with external community activities
- Encourage and enable volunteers through the provision of all related costs to participate in external community activities.

LEGISLATION AND STANDARDS

NGRHC recognises its duty to deliver services in accordance with the Housing Registrars Performance Standards, to promote community housing and socially inclusive communities.

[file:///C:/Users/Vicki/Downloads/Current-Performance-Standards%20\(1\).pdf](file:///C:/Users/Vicki/Downloads/Current-Performance-Standards%20(1).pdf)

RELATED DOCUMENTS

NGRHC Rules

Meetings Policy

Code of Conduct

Child Protection, Information Sharing & Family Violence

Transparency and accessibility

This policy will be available on the NGRHC website www.ngrhc.org.au/policy