

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

Policy Number: 27

Security

Version No. 02

Established: 2008

Present Version Passed: 08/06/2019

Next Scheduled Review: 2023

PURPOSE

The purpose of this policy is to determine areas within NGRHC where security is required, and to determine the appropriate processes for implementing security.

SCOPE

This policy applies to all renter members of the NGRHC and all properties, rented, owned or managed and includes but is not limited to the following topics:

- Risk Management
- Office Security
- Security of renter-members
- Security of staff

RELEVANT CO-OPERATIVE OBJECTIVES

Housing Registrar Performance Standards for Registered Housing Providers

POLICY STATEMENT

The Northern Geelong Rental Housing Co-operative (NGRHC) recognises the need to maintain appropriate levels of security for members, staff, and property.

Approach to Security – Guiding Principles

- All staff, renter-members and volunteers shall be as far as possible protected from harm.
- All property held within the Co-operative's office premises shall be protected by appropriate levels of security.
- All properties managed or owned by NGRHC shall meet the requirements of the Residential Tenancies Act.
- Security-based maintenance issues shall be responded to in a manner appropriate to their urgency.
- All security procedures shall be reviewed regularly to ensure appropriate security is being employed.

RISK MANAGEMENT

As a part of the NGRHC's Risk Management Plan, the Co-operative shall undertake regular annual evaluations of risk assessment with regard to issues of security, renter-members, staff and managed or owned property.

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Where evaluation determines that policy or practice changes should be made, approval for such changes shall be obtained by Committee of Management (CoM) prior to implementation.

NGRHC OFFICE

The NGRHC office is to be monitored by a recognised local security firm.

Keys to the Co-operative office shall be distributed to:

- a. All permanent members of staff.
- b. All recipients of keys shall be recorded in the key register kept by Admin staff.

IN THE EVENT OF A SECURITY INCIDENT

- Renter-members of the NGRHC should inform staff
- Staff should refer any matters to the next available CoM meeting
- In the case of suspected serious criminal matters, staff shall inform the relevant authorities (police).

SECURITY OF RENTER-MEMBERS

- All external doors and windows of Co-operative properties shall be secured to at least the minimum standards of the Residential Tenancies Act 1997.
- Where a renter-member believes their residence is not secure, they should notify the Staff, who shall take appropriate action.
- Security of renter-members households shall be evaluated as part of the regular property inspections. All non-secure external doorways and windows shall be noted, and referred to the Staff for appropriate action.

- If a renter-member or a recognised person residing within a renter-member's property shows good reason to feel threatened, either physically, emotionally or financially, they may apply for either a priority or a regular transfer of property. The renter-member should be directed to appropriate services for assistance if necessary.
- Applications for priority or regular transfer of property shall be referred to the CoM.
- CoM will determine whether approval is granted.
- Staff shall inform the renter-member of the Committee's decision.

SECURITY OF STAFF

Where NGRHC staff believes that there is a danger to their personal security when meeting with another person, regardless of whether the person posing a security risk is a member or not, the Co-operative shall ensure that at least one other adult is in attendance. The extra person/s in attendance should preferably be either another staff member, or a member of a Co-operative Committee/Sub-Committee.

Staff are reminded that they are responsible for their own safety by keeping security doors locked while working at the NGRHC office. Their security is not limited to only security doors but by keeping back gate locked and making sure they do not admit visitors into the office if they are working there alone.

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RESPONSIBILITIES

It shall be the responsibility of all renter-members and staff to notify the Co-operative of security issues as soon as they are aware of them.

It is the responsibility of staff and the Committee of Management to act and respond according to the procedures established in this policy.

RELATED DOCUMENTS

NGRHC Code of Conduct

NGRHC Privacy and information sharing

NGRHC Occupational Health and Safety Policy

LEGISLATION AND STANDARDS

Residential Tenancies Act 1997

Occupational Health and Safety Act 2017

<https://www.worksafe.vic.gov.au/>

WorkSafe compliance codes and code of practice

<https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice>

Residential Tenancies Amendment Regulation 2021

<https://www.legislation.vic.gov.au/as-made/statutory-rules/residential-tenancies-amendment-regulations-2021>

Residential Tenancies Act 1997

<https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997/098>

TRANSPARENCY AND ACCESSIBILITY

This policy is available on the NGRHC website: www.ngrhc.org.au