



# South Eastern Aboriginal Regional Management Services (SEARMS) Aboriginal Corporation

## Strategy Document

Location	<b>General Manager</b>
Strategy	<b>Tenant Communication Strategy</b>
Version	<b>Version 0.2</b>
Issue Date	<b>26 August 2016</b>
PARS Performance Outcome	<b>1.1 Fair and Transparent Processes</b>

### 1. Introduction

- 1.1 This Communication Strategy sets out the ways in which SEARMS will communicate and pass on relevant information to its tenants. It identifies the standards and methods we will implement to provide information to our Tenants. Good communication is the responsibility of all SEARMS Staff.

### 2. Background and Scope

- 2.1 As an Aboriginal Community Housing Provider (ACHP) we must comply with the NSW Housing Act, NSW Residential Tenancy (RTA) Act, NSW Aboriginal Housing Office (AHO) Act, National Housing Regulations (National Regulatory Code), NSW Disability Inclusion Act as well as the Evidence Guidelines issued by the NSW Registrar of Community Housing. Under the Evidence Guidelines all classes of Aboriginal and Community Housing Providers are required to provide relevant information to their respective Tenants.

### 3. Key Principals

- 3.1 This Tenant Communication Strategy adopts key principles endorsed by SEARMS Board and Staff including;

### **Trust, respect and partnership**

It is important that Tenants and SEARMS Board and Staff trust and respect each other and work together to improve Aboriginal housing services in South Eastern NSW.

### **Sharing information and ideas**

It is important that we have a shared understanding of the issues so that we can work towards a joint solution to take these forward.

### **Allowing time to consider issues properly**

We will share information in a way that allows everyone time to make informed decisions.

### **Openness and Accountability in Decision Making**

SEARMS will make decisions in a way that is open, clear and accountable and based on the best information available.

### **Good working relationships**

SEARMS will endeavour to build good working relationships with individual Tenants, Tenant Services and Stakeholders.

### **Inclusiveness**

We will promote an inclusive approach and work in ways that are appropriate to different people and with differing needs within our communities in South Eastern NSW.

## **4. Standards**

Will do our best to ensure information provided to SEARMS Tenants is;

- Culturally appropriate
- Accurate and up to date
- Is in plain form without excessive jargon
- Is available in as many formats as possible

## **5. We will provide our Tenants with**

- Changes in SEARMS Staff and contacts - as soon practically possible
- Directory of support services
- An annual SEARMS calendar with updates to emergency trade contacts and major dates to note
- Changes in rent setting and charging policies
- Notice for Tenant workshops/forums/meetings
- Information in relation to changes in the NSW Residential Tenancy Act
- A tenant handbook
- Tenancy related Policies and any relevant changes/updates
- Tenancy related procedures and any relevant changes/updates

- Helpful fact sheets
- Fair cyclic maintenance notice
- An annual tenant satisfaction survey – for tenant input

## 6. Communication methods

We will communicate via the following methods;

- Letters
- Email - where we have email addresses
- Information leaflets and FACT sheets
- SMS – where we have mobile phone details
- In person – where practical or required
- SEARMS website [www.searms.com.au](http://www.searms.com.au)
- Community meetings and other events

## 7. Communication Strategy Review

This strategy will be reviewed *26 August 2017*

## 8. Strategy Adoption

This strategy was adopted *26 August 2016*

Issuing Authority



Jesse White  
General Manger



Tom Slockee  
Co-Chairperson



