

2. FACS's requirements

2.1 Desired outcomes

The Tenant Participation & Community Engagement (TPCE) program aims to provide FACS Housing tenants with enhanced access to information, advice and opportunities to be more actively involved in processes and decisions related to improving social housing tenancies and communities.

For the purpose of the program, tenant participation and community engagement refers to the active involvement of tenants in processes and decisions that relate to their tenancy and engaging in their local and broader community.

Specifically, the expected outcomes for the TPCE program are to:

- **Improve the experiences** of people living in social housing through the creation of additional opportunities and more appropriate mechanisms for tenants to be actively involved in processes related to their tenancy and local community.
- **Improve tenant outcomes** by facilitating access to the information needed to more independently manage their tenancy and to build tenant capacity to take advantage of opportunities for social and economic participation.
- **Improve community outcomes** by facilitating community-driven projects and initiatives that build social cohesion and community wellbeing in locations with high concentrations of social housing or in locations affected by significant community issues or change.
- **Leverage additional resources** for tenant participation and community engagement by creating opportunities for tenant volunteering and partnerships with local services and community organisations.

In line with the new FACS Strategic Directions 2017-2021 and the Aboriginal Outcomes Strategy, the TPCE program has an additional cross-cutting focus on promoting the voice of FACS clients in service design and delivery and improved long-term outcomes for Aboriginal people and families living in social housing.

2.2 Statewide service expectations

FACS has of budget of \$2.355m per annum to purchases services that maximise the achievements of the desired outcomes. With this amount of funding, FACS wants to focus provider's efforts on a set of core set of deliverables that are aligned to TPCE Priorities in each FACS district cluster (see section 2.3).

These core deliverables do not cover all TPCE activities—as providers will also need to spend time building and maintaining relationships with tenants and communities so the TPCE activities are valued and effective. Rather, the deliverables are intended to represent the most important public value contributions of TPCE providers to the program outcomes and district priorities within the available funding.

The core deliverables cover four areas.

1. Consultation and community liaison

- Tenant groups: coordination and support for structures or arrangements identified in conjunction with FACS that facilitate groups of tenants/ community members to regularly come together to provide input into social housing matters (tenant consultative groups) or to plan actions to improve social housing and local communities (tenant action groups).
- Open tenant consultative forums: open forums requested by FACS to formally consult and engage with the full range of tenants/ community members on specific issues or changes that impact on their housing and local community.
- Tenant volunteering: opportunities for tenants to volunteer their time and skills to work within their communities as part of supporting tenant participation and community engagement activities.

2. Information and education

- Access to information and advice: establishing mechanisms and arrangements identified in conjunction with FACS that support tenants to access the information and advice needed to independently manage their tenancy (e.g. drop-in centre, helpline; support in using My Housing online).
- Tenant information sessions: hosting open information sessions for tenants on 'hot topics' and practical 'how to' areas that are identified in conjunction with FACS.
- Tenant training sessions: facilitating tenant training / capacity building sessions on topics and skill areas identified in conjunction with FACS (e.g. tenant volunteer training, Rent it Keep It workshops).

3. Access to services

- Partnerships and service networks: establishing and sustaining a formal network of community and services partners to maximise opportunities for tenants to participate and engage with activities, services and support in their local community.
- Tenant outreach: one-on-one and group assistance to facilitate the participation of tenants who are isolated or difficult to engage and linking them to local community activities and services—including accepting referrals from FACS Housing to work with individual tenants and groups of tenants to overcome barriers to participation and community engagement.

- Linking tenants to existing support and community services: warm referrals of tenants to the Tenant Advice and Advocacy Program (TAAP); legal, advocacy or advisory services (e.g. Community Justice Centres); and the full range of community services to sustain tenancies and take advantage of opportunities for social and economic participation.

4. Community wellbeing initiatives

- Tenancy improvement initiatives: initiatives or events identified in conjunction with FACS that involve a diverse range of tenants attending and participating in a project or event to improve social housing tenancies and local communities (e.g. maintenance pop-ups, clean-up days; recycling project; community pantry).
- Neighbourhood/ community improvement initiatives: initiatives or events identified in conjunction with FACS that address identified community needs and support greater engagement by tenants in the local and broader community (e.g. whole-of-precinct community development projects; community centre management).

Further details on the core deliverables are presented in Program Guidelines.

2.3 District service expectations

Each FACS district cluster has prepared a TPCE priorities statement outlining their requirements for tenant participation and community engagement activities—reflecting local priorities and opportunities to align TPCE with the full suite of other tenant and community initiatives (Part 3 of the EIO documentation).

The initial TPCE district priorities statement cover the period December 2018 – June 2020 and outline:

- The focus of required TPCE services in the district—including Housing Tenancy Teams and estates/precincts/ neighbourhoods that will be the focus of program effort
- Specific expectations for each of the TPCE deliverables
- Specific expectations for how TPCE services with work with other tenant and place-based district initiatives.

Contracted service providers will be expected to negotiate annual service plans with FACS districts—outlining the specific TPCE activities and deliverables to best meet the district priorities. To ensure program integrity, annual service plans will be presented in a consistent format aligned to the core deliverables.