

T 4.05 Tenant Engagement and Participation Policy (direct managed tenants)

1. Purpose

This policy sets out how Common Equity NSW (CENSW) engages and supports direct managed tenants to actively participate in their housing and community.

Through this policy, CENSW ensures all tenants regardless of age, background or ability have clear opportunities, resources and support to engage and contribute.

2. Scope

This policy applies to:

- All direct managed tenants
- CENSW staff and consultants involved in tenant engagement

3. Policy

CENSW is committed to build active, equitable and empowered housing communities.

We believe tenant participation is not optional - it is a right, a responsibility and a cornerstone of the way we want to provide housing. We actively promote and uphold the 7 International Co-operative Principles, including:

- Democratic member control
- Voluntary and open membership
- Member economic participation
- Autonomy and independence
- Education, training and information
- Co-operation among co-operatives
- Concern for the community

CENSW will:

- embed tenant's voice in service design, delivery, policy and governance.
- create opportunities for collaboration between tenants and staff
- promote fairness, equity, and cultural safety across all participation efforts
- ensure participation is inclusive, accessible and values lived experience

3.1 Ways Tenants Can Participate

Tenants can get involved through:

- community events and local gatherings

- feedback opportunities, including surveys and consultations
- tenant-led initiatives or projects

These opportunities are designed to suit different preferences, abilities and cultural needs.

3.2 Support for Tenant Participation

CENSW will:

- provide information in plain English and translated formats where needed
- ensure venues, meetings and communication channels are accessible
- offer interpreters, disability supports and digital access options
- assist tenants to build confidence, knowledge and leadership skills
- recognise tenant contributions through structured appreciation processes

3.3 Feedback and Continuous Improvement

Tenants can give feedback through:

- CENSW's appeals, complaints and feedback process
- participation in meetings, forums or surveys
- informal conversations with staff or community team members

CENSW commits to continuous improvement by:

- providing timely updates on what feedback was received
- communicating clearly how it was used to shape decisions or services

4. Appeals

Tenants have the right to appeal decisions made under this policy. The CENSW Appeals Policy has more information on appeals.

5. Related Legislation, Documents and Policies

- Appeals Policy
- Complaints Policy

6. Variations

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| Name and Designation of Approver | Head, Co-operative Services |
| Contact/Responsible Delegation | Co-operative Services Team Manager |
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