



CITY WEST HOUSING – TENANTS' VOICE (CWH TV) GROUP CHARTER

PURPOSE

The Purpose of the City West Housing Tenants' Voice (**CWH TV**) is to:

- Provide constructive feedback about **CWH** initiated activities, events, policies, and strategies to Management when required.
- Provide the **CWH** Housing Services and Community Engagement Committee a quarterly report.
- A nominated **CWH TV** member will be invited to attend the board committee meetings as scheduled, providing an update on the **CWH TV** activities.
- To provide a quarterly update for the resident newsletter.
- Conduct block meetings when required.
- Share information with the community about **CWH** activities and planned community projects.
- Encourage resident participation.
- Act as a resident friendly group to strengthen engagement and collaboration amongst **CWH** residents and the wider community.
- Participate in affordable housing advocacy opportunities when they arise.
- Improve service delivery through resident participation.

ELIGIBILITY & PARTICIPATION

- Minimal number of the group 6 members.
- We strive to have a representative from each suburb where **CWH** has apartment dwellings.
- Applicants or members must be a current resident of **CWH**.
- Resident must be over the age of 16 and have held tenancy for at least 6-months.
- Applicants must complete an EOI.
- At least 70% of the **CWH TV** current members must vote the new member in. These positions are for volunteers who are interested in improving their community.
- Members are expected to demonstrate commitment to the group by attending meetings, providing feedback and participating in group activities.
- To attend at least 50% of the **CWH TV** meetings annually.
- Service on the committee is for no longer than 3 years consecutively. Members may be granted a 6-month extension if they are involved with a project or projects that require completion for the group.
- A judgement free space for the group conversations at meetings. Meetings are impartial and collaborative.

CODE OF CONDUCT

Refer to **CWH** Code of Conduct policy.

RESOURCES


- **CWH** will provide venue sites for TV meetings and booked in advance. **CWH**
- will provide catering during the **CWH TV** meetings.
- A travel budget will be provided to **CWH TV** members by way of taxi vouchers when requested.
- **CWH** will provide stationery and printing when required.
- Any costs associated (pre-approved by **CWH**) with the attendance of consultants or guests during meetings will be covered by **CWH**.
- Training support relating to capacity building for the group will be covered by **CWH** when required.

CONFIDENTIALITY

Confidentiality Agreement is to acknowledge that the information provided by **CWH** to the **CWH TV** is unique to the group.

- People or person can remain anonymous in the meeting minutes.
- When stories or examples brought up during the meetings, names and other identifying factors should be excluded whenever possible. The group members agree not disclose any confidential information to any other resident of **CWH**.
- The group agrees not to disclose any of the information during meetings and associated activities for any other business purposes, unless written approval is given by **CWH**.
- It will be acknowledged by the group, the information within the shared drive is a confidential business plan and working draft documents. Any information relating to the **CWH TV** is to be kept in the strictest confidence.
- Use the confidential information only for group activities in accordance and approval of **CWH**.
- All members of **CWH TV** are required to sign and comply with the obligations in the **CWH** volunteer pack.
- Allow messages/communications to come from **CWH** first and do not take information from meetings directly to other residents or people outside the group.
- Any breaches of privacy or confidentiality will be treated very seriously and will result **CWH TV** membership termination.

VERSION CONTROL

VERSION	DATE APPROVED	APPROVED BY	REVIEW DUE
1.0	24 July 2018		1 August 2019