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| Housing Infrastructure - Tenant Participation91431 |
| Outcome objective: Victorians are safe and secureOutput group: Housing AssistanceOutput: Housing Support and Homelessness Assistance |

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## 1. Service objective

To support consultation with public housing tenants in relation to public housing matters and the participation of renters in their communities.

## 2. Description of the service

The Victorian Public Tenants Association (VPTA), the peak body for public renters in Victoria, provides the following services on behalf of the Department of Families, Fairness and Housing (the department) and Director of Housing (Homes Victoria) to enable tenant participation:

* provides advocacy and a representative forum for all public housing renters (and people on the waiting list)
* offers a telephone advice and referral service
* opportunities for renters to express their views about issues affecting public housing and contribute to improved service delivery, supports operational divisions and other stakeholders (including public and community housing providers) to facilitate renters’ access to initiatives that can enhance renters’ skills and participation in their communities
* Explores and identifies sector development activities, such as:
	+ training and information to public housing renters through multiple channels eg social media,
	 emails, text and face to face forums,
	+ consulting with public housing renters and service providers to understand the likely impacts of a change in policy and/or current systemic issues, and
	+ collaborating with other service providers, peak bodies and renters to develop with local solutions for problems, facilitate referral pathways, and develop responses to policies
* improves the department’s understanding of public housing renters’ voice and provides renters with the opportunity to become more informed about their rights and responsibilities
* strengthens communities by creating linkages between government and the community, and by increasing the opportunities for collaboration
* provides a role in influencing systemic change and policy development by working with the department and sector partners to improve service delivery to public housing renters

## 3. Client group

The activity is targeted towards:

* public housing renters
* funded public housing tenant groups
* community housing tenants (in relation to wait list only).

## 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

### 4a. Registration and Accreditation

N/A

### 4b. Program requirements and other policy guidelines

* [Public Housing Infrastructure Program (PHIP) Guidelines](https://providers.dffh.vic.gov.au/public-housing-infrastructure-program-framework-and-funding-guidelines-word)

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* [Public Participation framework – the framework sets out effective stakeholder engagement methodologies based on the International Association for Public Participation (IAP2) and their public participation spectrum.](https://dhhsvicgovau.sharepoint.com/%3Aw%3A/r/sites/dffh/_layouts/15/Doc.aspx?sourcedoc=%7B1D82FC0D-F6CB-4AE4-9685-71AF15534DC3%7D&file=Public-Participation-Framework.docx&action=default&mobileredirect=true&DefaultItemOpen=1)

<https://dhhsvicgovau.sharepoint.com/:w:/r/sites/dffh/\_layouts/15/Doc.aspx?sourcedoc=%7B1D82FC0D-F6CB-4AE4-9685-71AF15534DC3%7D&file=Public-Participation-Framework.docx&action=default&mobileredirect=true&DefaultItemOpen=1>

## 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

### Key performance measure 1: Provide a report

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| **Aim/objective** | This measure provides a report (work plan and data collection) information on whether the service organisation is meeting the objective of creating better opportunities for public housing renters to actively contribute to decisions affecting their living environment. |
| **Target** | As per the workplan and data collection reporting |
| **Type of count** | Cumulative |
| **Counting rule** | Report annual work plan and data collection |
| **Data source(s) collection** | * Public Housing Infrastructure Program Data Collection
* Progress against work plan
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| **Definition of terms** | The domains within the workplan are:• Further develop the role of the VPTA• Obtain and represent the views of public housing renters to the department• Promote a positive view of public housing• Maintain good governance for an effective and sustainable organisation • Provide information and active referrals to public housing renters as required• Provide support to renters and the Public Housing Tenant Group Program |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system**  | **Data set**  | **Reporting cycle** |
| --- | --- | --- | --- |
| Public Housing Infrastructure Program Data Collection | Manual Data Collection  | Manual Data Collection  | Annual |
| Progress against work plan | Manual Data Collection  | Manual Data Collection  | Annual |

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