



TERMS OF REFERENCE

Nowra – Tenant Advisory Committee

The Tenant Advisory Committee (referred to as 'TAC') is a forum for tenants of Southern Cross Housing to provide feedback on the way it delivers its services. TAC's will operate initially in Nowra and be expanded to groups that are based in Ulladulla, Batemans Bay, Cooma and Bega.

Staff from within the Communities Assist Team will provide Administrative support to develop an Annual Action Plan that is specific for each TAC. The Action plan will identify clear goals and outcomes for the Action Plan and these will be prioritised by members of the TAC. It is anticipated that Senior Staff from each of the five regions will support activities that are related to completion of actions that are identified in each of the TAC's Annual Action Plans.

Role

- Provide a platform for tenants of Southern Cross Housing to provide advice in relation to Southern Cross Housing policy, procedures and service delivery.
- Assist in the development and implementation of community engagement activities including community events and workshops;
- Report on the business of the TAC in quarterly tenant newsletters and through other relevant communication channels.
- On behalf of Southern Cross Housing ensure that the needs of tenants are considered and communicated to Southern Cross Housing.

Membership

- Membership is open to any tenant or registered household member that is 18 years of age or over.
- Membership shall not exceed 12 people and will be comprised of the following people to ensure that the TAC is representative of various demographic groups.
 - 4 Members from Aboriginal backgrounds
 - 2 Members with a disability
 - 1 Member from North Nowra area
 - 1 Member from East Nowra area
 - 1 member from West Nowra area
 - 1 Member from South Nowra area
 - 1 Member representing Youth
 - 1 Member representing Seniors

Where there is a lack of tenant nominees from the various groups, the Coordinator may approve multiple members from duplicate groups. The Community Engagement Coordinator will attend meetings as a non-voting member.

- Members of the TAC must not have been issued with:
 - A Strike Notice;

- A Notice of Termination from Southern Cross Housing in the previous 12 months.
- Membership is free
- A tenant will automatically cease being a TAC member when they exit a tenancy and the Southern Cross Housing service.

All TAC members are expected to demonstrate:

- A commitment to progressing outcomes that improve the lives of tenants that occupy houses and units that are managed or owned by SCH.
- A willingness to attend meetings, working groups, workshops and training;
- A willingness to make a positive contribution in meetings and to actively participate in the activities of the TAC;
- A commitment to equal opportunity, equity and access, fairness and social justice;

Meetings

- Each TAC will meet quarterly (every 3 months) in each location at a time and day to be set by the members of each TAC Committee. Meetings will not run longer than 2 hours
- Nowra TAC meetings will be held at different locations throughout the Nowra Region. The locations, dates and times of all meetings for the following 12 months will be determined by members of the TAC at the first meeting.
- The Chairperson, with the agreement of the Community Engagement Coordinator, is able to invite guest speakers from Southern Cross Housing, external agencies and the broader community to attend a meeting.

Officer positions

Responsibilities and core attributes

Chairperson will:

- Be elected for a one year term;
- Be nominated via secret ballot at the TAC meeting that is held in March of each year;
- Participate in elections coordinated by the Community Engagement Coordinator;
- Develop the meeting agenda in consultation with the Community Engagement Coordinator;
- Chair the meetings;
- Follow the agenda;
- Enable all members to have their say;
- Know how to bring conversation back to business;

- Have a sense of justice and fair play;
- Ensure decisions are made and recorded in the minutes;
- Have knowledge of the TAC Terms of Reference.

Secretary

This role will be undertaken by the Communities Assist Coordinator who will:

- Provide secretarial support duties for TAC meetings and forums as required;
- Record minutes as a true and accurate version of discussion and decision making;

Decision making

- A quorum of 50% of the total membership of each TAC plus one member is required. Meetings that do not have a quorum will be abandoned and a subsequent meeting date and time will be scheduled.
- The TAC will operate by consensus. Where consensus cannot be reached, then a 'one person, one vote system' is to be used. Only one person per household has a vote;
- In the event of a tie, the Chairperson has a casting vote.

Code of Conduct

The Code of Conduct is a guide to appropriate behaviour of members. All TAC members will treat one another with respect, dignity and honesty in the spirit of co-responsibility. This will be achieved by:

Respect

- Members will listen to one another's opinions in an unbiased and non-judgmental manner;
- Members will allow others to speak without interruption;
- When speaking, members will be mindful of time constraints and will speak of Southern Cross Housing staff and policies in a constructive manner.

Confidentiality

- Some sensitive matters must remain strictly confidential and will be identified as strictly confidential by the Chairperson or SCH staff;
- It is recognised that on occasions, members may discuss TAC events in general terms with a member of the community that is not a committee member. All discussions concerning the TAC should be professional and constructive;
- Private and personal information about TAC members is not to be circulated without the permission of the member/s concerned.



Diversity

- Members will acknowledge and respect the diversity of views, beliefs and culture within the TAC.

Efficiency

- Members will endeavour to contribute as much as possible, as required and as time allows.

Breach of Code of Conduct

- Breaches of the code of conduct will be investigated and managed as appropriate by the Community Engagement Coordinator;
- If members are aware of breaches of the code of conduct, they should draw this to the attention of the Chairperson or Community Engagement Coordinator.