

POLICY

Quality

Purpose

Housing Trust is committed to delivering high quality, safe, and customer centred community housing services.

This Quality Policy outlines our approach to maintaining and continually improving the quality of our services, housing assets, and governance in accordance with regulatory requirements and sector best practices. To achieve our purpose and display commitment to our values, Housing Trust will:

- ensure the delivery of a quality of service and reliability that meets the requirements of our Customer Service Standards;
- ensure customer service is a primary responsibility of all workers by encouraging, educating, and empowering them to engage in quality improvement, risk management practices, and innovation through teamwork;
- incorporate a governance framework to ensure organisation efficiency by including but not limited to defined organisational structure, defined roles and responsibilities, systems and processes, policies and procedures, resources, and quality controls;
- ensure workers are committed to leading the way in the provision of tenancy and property management services to our customers along with support services including, where possible, early support interventions;
- Ensure customer outcomes and satisfaction are central to all operations, supported by strong feedback loops that give customers and workers a voice through compliments, complaints, and insights to drive continuous improvement;
- ensure we meet and/or exceed our community housing registration requirements, contractual and legislative obligations, and strategic goals;
- constantly review and adapt to relevant industry standards as well as regulatory requirements;
- maintain our organisation's reputation and branding, as well as the reputation of the Community Housing Sector, through transparency and accountability.



Scope

Employee	Board	Volunteer / Student Placement	Contractor / Supplier
✓	✓	✓	✓

The Quality Policy applies to all board members, employees, contractors, volunteers and to all organisational activities, including:

- Housing management and tenancy services
- Asset and maintenance management
- Tenant engagement and participation
- Complaints and appeals
- Risk management and governance

Housing Trust is committed to leading the way in providing decent, affordable homes for our customers. We support tenant wellbeing and community connection and embed continuous improvement into all aspects of our operations. We are committed to providing a quality service and improved outcomes by continually shaping our services to support our customers.

Housing Trust's customers include, but are not limited to, workers, housing applicants, tenants, their families, carers, government, contractors, suppliers, our partners, and community.

Quality is everyone's responsibility and is supported through strong leadership, skilled staff, and effective systems.

Quality Management System (QMS)

Housing Trust's Quality Management System (QMS) will continue to evolve by considering the issues arising from social, ethical, environmental, political, economic, and technological environments we operate in, as well as internal context. Governmental regulations and quality standards, industry reforms, as well as changes in relevant laws, will be a focus of continuous improvement.

Our QMS consists of, but is not limited to:

Policies and Procedures

Housing Trust's policies and procedures provide direction and guidance across the range of services and activities that are undertaken by Housing Trust to provide efficient, accountable, consumer-focused services consistent with the proper running of a Community Housing Provider in accordance with Australian laws and practices, program guidelines and contracts.

Resources

Housing Trust is committed to ensuring that we have the skilled workers and resources necessary to deliver quality services and support in a timely manner to meet our customers' requirements and our contractual obligations.



Housing Trust has in place the following documents to manage quality and compliance requirements based on Housing Trust's Strategic Risk Management Framework:

Strategic Plan This document clearly communicates our priorities and focuses on agreed outcomes and intended results to strengthen operations and ensure we are providing quality services and support and improved outcomes.

Team Plans In line with the organisational performance reporting framework, each business unit's Team Plan details key performance indicators (KPIs) that are reported to the relevant Committees and the Board.

Customer Service Standards A commitment to our customers that we will provide quality customer service and details how we continue to achieve this.

Compliance Reporting Calendar A calendar that records and tracks Housing Trust's external mandatory reporting obligations.

Internal Audit Schedule A schedule to manage Housing Trust's risk, to identify gaps for continuous improvement with the emphasis on providing quality and reliable services and support.

Review and Continuous Improvement

Housing Trust is committed to undertaking reviews to identify gaps and continuous improvement opportunities in all business functions through avenues such as, but not limited to:

- External and Internal Audits
- Complaints, Appeals, Compliments, and Feedback
- Tenant Advisory Group (TAG), tenant surveys, forums, other forms of feedback
- Outcomes against Housing Trust's annual targets and key performance indicators
- WHS incidents, critical incidents and other incidents
- Worker surveys, meetings, training, performance and development plans
- National Regulatory System for Community Housing's annual Compliance Program
- Information related to industry trends and future direction

External Compliance

Housing Trust is obligated to report to, and are held accountable by, a number of external bodies including but not limited to:



- National Regulatory System of Community Housing (NRSCH)
- Department of Communities and Justice (DCJ)
- Land and Housing Corporation (LAHC)
- Services Australia
- Department of Social Services (DSS)
- Australian Charities and Not-for-profits Commission (ACNC)
- Australian Securities and Investments Commission (ASIC)
- Australian Tax Office (ATO)
- Revenue NSW
- Homes NSW
- Housing Australia

Internal Compliance

Housing Trust has a strong commitment to evidence-based decision-making, upholding our Code of Conduct and continuous improvement to achieve excellence in all aspects of its work through our values of respect, integrity, support and empowerment.

We support quality outcomes by ensuring staff and board members are appropriately skilled, trained, and supported along with providing clear role descriptions, delegations, and accountability.

The Compliance Manager is responsible for maintaining and monitoring the Quality Management System (QMS) and works with all workers to ensure an understanding of and commitment to the QMS. The Compliance Manager regularly reports on the system's status and effectiveness to Executive Managers who in-turn report to the Chief Executive Officer (CEO), the Finance, Risk and Audit Committee, and the Board.

Housing Trust's Board, CEO, and Executive Leadership Team review and promote this Policy through active involvement in risk management, quality assurance activities, and leadership by example.



Reference or Related Documents

Internal

1. Strategic Plan
2. Code of Conduct
3. Team Plans
4. Strategic Risk Management Framework
5. Learning and Development Policy
6. Customer Service Standards
7. Compliance Reporting Calendar
8. Internal Audit Schedule
9. Internal Audit Procedure
10. QMS Improvements Procedure
11. Control of Documented Information Procedure

External

1. Community Housing Providers (Adoption of Nation Law) Act 2012
2. National Regulatory System Community Housing (NRSCH) www.nrsch.gov.au/
3. NSW Department of Communities and Justice <https://dcj.nsw.gov.au/>

Policy Version Control

Version	Details of Improvements	Release Date	Approval/Release Details
V 1.0	Original Policy	14.09.2017	Approved for release by GM:CS
V 2.0	Scheduled review of Quality Policy. Approved by the Board on 30.11.2020 On release of V 2.0 the following Policies will be obsolete: Quality-Statement_V01_20170914 Legislation-and-Compliance-Procedure_V02_20170828 Definitions-Guide_V04_20170828	02.02.2021	Prepared by Compliance Manager; Approved for release by Board of Directors
V 3.0	Scheduled review of Quality Policy with no material changes.	20.09.2023	Prepared by Compliance Manager; Approved for release by Board of Directors
V 4.0	Scheduled review of Quality Policy. Policy updated to remove reference to Customer Engagement Strategy and aligned language to reflect organisation tone of voice.	26.02.2026	Prepared by Compliance Manager; Approved for release by FRAC