

# Community Consultation Report

As part of our commitment to listening to renter and community voices, AHV initiated a series of state-wide community consultations. These consultations were designed to foster meaningful dialogue and gather input from renters and community members across metropolitan and regional areas. Eight consultations were conducted in Ballarat, Bairnsdale, Bendigo, Doveton, Mildura, Shepparton, Thornbury and Wyndham Vale.

Among the recurring themes highlighted in the consultations were maintenance concerns, challenges faced by community members in accessing housing, particularly the high rates of homelessness within Aboriginal communities, availability of housing that allows community to 'age in place', and difficulties in navigating the Victorian Housing Register application process. Strengthening the relationships between local ACCOs and AHV Housing Officers was also identified as a priority, along with a need for increased understanding of AHV's budget and the challenges of expanding housing stock.

Initial feedback from renters, community, and ACCOs was supportive of the strategic directions presented for feedback in AHV's Draft 10-year Strategic Plan.

## Our community said...

## AHV will...

Maintenance requests made by renters were often delayed, not adequate or there was poor communication about repair progress.



Improve maintenance systems, increase resourcing, and implement functionality in the AHV Renter Portal to track and update maintenance.

Some renters prefer written communication and phone calls instead of digital channels.



Ensure our written communications are in plain language and ensure multiple communication formats are available.

Renters wanted more engagement with AHV through face-to-face consultations and closer relationships with ACCOs.



Hold ongoing community consultations in 2025, collaborate more with ACCOs, ensuring Housing Officer availability within local ACCOs.

Renters desired better support for elders to 'age in place', including home modifications.



Work with the Victorian Government and local ACCOs to fund modifications and explore accessible housing purchases or inclusions within new builds.

Overcrowding and under-utilised housing were identified as major issues.



Continue to build housing supply and increase diversification of properties. Implement proactive housing asset reviews to redevelop land or old homes.

Housing access was limited, hampered by racism, complex application processes, and increasingly limited options for vulnerable groups.



Work with our partners to expand housing options, support people to obtain Certificates of Aboriginality, and advocate for more housing.

Renters felt that some external contractors lacked cultural safety and awareness.



Prioritise hiring Aboriginal staff and trainees. Ensure Aboriginal cultural safety standards as outlined in AHV's Code of Conduct are upheld by contractors.

## 2025 Community Consultations

In 2025, AHV will host Community Consultations across Metro and Regional Victoria visiting Northern, Southern and Eastern Metro locations, and regional locations including, Swan Hill, Echuca, Shepparton, Latrobe Valley, Warrnambool and Geelong.

These consultations will be held between February and May. Further information will be available in early 2025 via [ahvic.org.au](http://ahvic.org.au).