

**Communique**  
**Aboriginal Housing Victoria Board Meeting**  
**Melbourne**  
**Thursday 27 August 2015**

The Board of Directors of Aboriginal Housing Victoria (AHV) held their seventh Board meeting for the calendar year today, 27 August 2015 in Melbourne.

**Human Resources Policy**

The Board noted the comprehensive work undertaken by AHV to review and improve its Human Resources policies and procedures. The Human Resources policy was approved by the Board.

**Asset Management Strategy and Due diligence**

The Board considered further work undertaken by AHV in preparation of AHV entering into a general lease arrangement and the future title transfer of properties. This significant analysis is integral to AHV's long term financial viability.

**Business Plan and Community Capacity Building Plan**

The Board reviewed AHV's draft Business Plan (2015-2020) which articulates AHV's major business goals and priorities for the next five years.

The Board also considered a range of community capacity building projects to be undertaken over the next twelve months. Utilising a portion of funds derived directly from the rents paid by our tenants, some of the key projects include a significant capital works and development program, a life skills program for AHV tenants and a range of activities designed to enhance AHV's business capacity and establish its long term financial liability.

**AFL SportsReady and Project New Dawn**

The Board noted the partnership between AHV, Project New Dawn and AFL SportsReady. AFL SportsReady will provide support to AHV's tenants in finding a job, preparing for work and in support and mentoring, while AHV will ensure that stable housing is maintained, recognising that housing is fundamental to successful labour market participation.

**Aboriginal Affairs Policy**

The Board noted that a number of Victorian Aboriginal community organisations have approached AHV seeking advocacy support to lift the profile of homelessness and housing needs of the Victorian Aboriginal community.

### **Communications and community engagement**

The Board noted an article titled 'Engaging with our Aboriginal Tenants', published in the July 2015 edition of Housing Works, written by Peter Nathan. The article promotes AHV's community engagement approach and outlines our principles of community engagement which are underpinned by our commitment to cultural values.

### **Tenant's Responsibility Maintenance Charge (TRMC) Debts**

The Board approved that AHV use the services of a debt collection agency to seek cost recovery on maintenance charges that are tenant's responsibility for the next twelve months, with a report back to the Board after six months, and a review after twelve months. Terms of engagement with a debt collection agency will ensure they will take into consideration cultural values in accordance with AHV's policy.

### **Tenant Satisfaction Survey**

The Board noted and discussed the results and recommendations from the recent AHV Tenant Satisfaction Survey; AHV used the survey instrument developed by the NSW Federation of Housing Associations and adapted the questions to meet our needs. The Board noted that while AHV had achieved good results in some areas and general tenant satisfaction is high, there is still room for improvement and recommended that AHV target key priority areas of complaints, repairs and maintenance and tenant engagement.

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