



ACT
Government

Tenants' Consultative Group 2023-25

Terms of Reference

The Tenants' Consultative Group (TCG) is the key forum for ACT public housing tenants to provide input and feedback on ACT public housing policy, programs, and service delivery. The group also supports ongoing improvements in communication and overall relationship between Housing ACT (HACT) and tenants.

These Terms of Reference (TOR) apply to the 2023-25 group.

Terms of Reference

Role	<p>The TCG is a forum for a small active diverse group of tenants to support the continuous improvement of ACT public housing policy, programs and service delivery for all tenants.</p>
Purpose	<p>TCG members are expected to use their personal experience and knowledge to:</p> <ul style="list-style-type: none">• Provide input and feedback on proposed and existing public housing policy, programs and service delivery.• Test and provide feedback on how Housing ACT communicates with tenants. <p>The TCG is a consultative group. Members do not vote, make formal recommendations or decisions.</p> <p>The TCG is not a forum for individual advocacy. However, individual experiences can be used to contribute to discussion aimed at improving the experience for all tenants.</p>
Chair	<p>Director, Housing Assistance Policy, Housing and Homelessness Programs</p> <p>Proxies:</p> <ul style="list-style-type: none">• Senior Director or Assistant Director, or other senior staff within Housing ACT.
Membership	<p>A maximum of 20 ACT public housing tenants (unless otherwise agreed to by the Chair) that represent the diversity of tenants.</p> <p>Members who relinquish their public housing tenancies are ineligible to continue as members of the TCG and must advise the Secretariat as soon as possible.</p> <p>A small pool of reserve members will be established that can be drawn upon if a member resigns or their membership is ended.</p>
Absences	<p>If a member is unable to attend a meeting, the Secretariat should be notified before the meeting using the TCG email address or phone number.</p> <p>Membership of the TCG will end if a member is absent from 3 or more meetings within a 6-month period and has not provided an apology or valid reason for absence.</p> <p>If a member misses more than 3 consecutive meetings without contacting the Secretariat, their membership will be ended.</p> <p>In either of the above situations the Secretariat will confirm the end of membership in writing.</p> <p>The Secretariat may ask someone from the reserve pool to join the TCG.</p> <p>These requirements are in place as the TCG is a valuable group for Housing ACT and it is important the TCG has a full and active membership.</p>

Secretariat	<p>The Housing Assistance Policy Team, Housing and Homelessness Branch provides Secretariat support to the TCG.</p> <p>The meeting agenda is provided to members 5 working days before a meeting.</p> <p>A record of the meeting is circulated to TCG meetings within 14 days after the meeting.</p>
Code of Conduct	<p>All TCG members must:</p> <ol style="list-style-type: none"> 1. Treat everyone with courtesy and respect, including HACT staff and invited guests. 2. Acknowledge the differences in members' backgrounds and perspectives. 3. Recognise that everyone has something to offer. 4. Engage genuinely and with honesty and integrity. 5. Make a positive contribution to the work of the group. 6. Not share personal information of other TCG members without their permission. 7. Maintain confidentiality of government information when requested. 8. Not use the TCG to resolve individual tenancy issues of their own or someone else. 9. Not use any type of media, including social media, to comment on TCG related issues unless agreed by the Chair. <p>Members are required to declare to the Chair any real, potential or perceived conflicts of interest that may arise due to the items being discussed.</p>
Meeting frequency	<p>Every 6 weeks, and out of session by exception.</p> <p>Meetings will be held at the Housing ACT office in Belconnen or alternate venues across Canberra, as may be agreed with TCG members. An online option will be provided for members who are unable to attend in person.</p>
Participation Fee	<p>TCG members will receive a \$50 Community Participation Fee for each meeting (including induction session) they attend. This fee is not paid when a member does not attend a meeting.</p>
TOR review	<p>Prior to the commencement of the 2025-27 TCG term.</p>