

301 Link Wentworth Tenant Advisory Group (TAG) - Terms of Reference

1. Background

The Link Wentworth Tenant Advisory Group (TAG) is made up of tenant volunteers who provide valuable insight into tenant experience. The membership to the TAG is open to all Link Wentworth residents and as a collective of volunteers is guided by this Terms of Reference (TOR). The TAG's primary role is to play a scrutiny and advisory role in partnership with senior management team to help improve and maintain an agreed standard of service delivery that offers value for money.

2. Aims

- a. Provide a forum for the tenant voice within Link Wentworth in relation to customer experience, satisfaction, needs and areas for improvement, policy review and endorsement.
- b. Engage with local tenants to gain an understanding of service performance and key issues.
- c. Encourage participation amongst tenants in the involvement of opportunities and provide advice and feedback on how tenants can participate i.e., community events, forums, tenant committees and conferences.
- d. Provide feedback on reports and newsletters.
- e. Participate in focus groups and the TAG subcommittees e.g., policy review or community activities.
- f. Work in partnership with Link Wentworth on changes to service delivery and recommend improvement to the processes that affect tenants.
- g. The TAG receives regular, clear performance reports on the performance of Link Wentworth Housing in relation to its service delivery plans and targets.
- h. The TAG receives training and support in all aspects of strengthening its scrutiny role in relation to service delivery

3. Positions and roles within the TAG

- a. Membership to the TAG is open to all Link Wentworth tenants and is guided by these Terms of Reference.
- b. Members can also express their interest in joining TAG committees.
- c. Chairing the meetings is a Communities Team function. The group may have a chairperson to chair a TAG meeting. This can be proposed and agreed at any meeting.
- d. Meeting actions and notes are completed by a Link Wentworth staff member.

4. Management and Finance

- a. The TAG group meets four times per year at the Chatswood and Penrith offices and via Zoom. Link Wentworth allocates and manages a budget to maintain and support the group in achieving its objectives.
- b. The agenda and other relevant documents are communicated one week prior to a meeting.

5. Policies and Procedures

- a. Code of Conduct – the collective of volunteers can agree a Code of Conduct.
- b. All members will abide by the Terms of Reference and Code of Conduct.
- c. Breaches of Code of Conduct – TAG Code of Conduct is in place to guide appropriate conduct and interaction within the TAG and with staff members. The following will occur for non-compliance with the Code of Conduct: two verbal warnings and one written warning before longer being able to take part in TAG meetings.

6. Privacy and confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.

Approval, policy owner and review frequency

Policy type:	Management Level
Executive Leadership Team owner:	Chief Customer Officer
Business owner:	Chief Customer Officer
Ultimate Approval body:	Head of Community Outcomes & Impact
Review Frequency:	Every two years or more frequently if circumstances warrant.

Approved by – **Chief Customer Officer**