



# Community Engagement Policy

<b>Policy Owner:</b>	Manager Corporate Services
<b>Endorsement:</b>	Endorsed by the Executive Team on 26 <sup>th</sup> November 2024
<b>Board Approval:</b>	Adopted by the Board of Directors at a meeting of the Board on 26 <sup>th</sup> November 2024.  This policy is valid from the date of Board approval and remains in force, as amended from time to time, until such time as formally revoked by resolution at a meeting of the Board of Directors.
<b>Next Review Due:</b>	26 <sup>th</sup> November 2027

## 1. Purpose

This policy outlines MASP's commitment to community engagement, focusing on the various strategies and activities used to connect and involve clients and tenants with their local communities. Community engagement ensures that MASP's actions align with the broader community, key stakeholders, and the goals outlined in MASP's Strategic Plan 2022-2025.

## 2. Scope

This policy governs how MASP interacts with and engages the community, focusing on enhancing social inclusion, fostering partnerships, and promoting the well-being of clients and tenants. It applies to all community engagement activities conducted by MASP, whether on-site, off-site, or online.

**MASP Leadership Group:** Responsible for the development and implementation of community engagement strategies.

**Board of Directors:** Oversees and endorses community engagement initiatives and ensures alignment with MASP's strategic goals.

**All MASP Staff:** Including managers, supervisors, full-time, part-time, casual, temporary, or permanent staff; students on placement; and volunteers. All staff are expected to actively participate in and support community engagement activities as part of their roles.

**MASP Clients and Tenants:** The primary beneficiaries of community engagement efforts, whose involvement is crucial for achieving the policy's objectives.

**External Stakeholders:** Including service providers, government bodies, philanthropic organisations, and the broader community, who collaborate with MASP in various engagement activities.

### 3. Policy

#### 3.1 Community Engagement Activities

MASP takes a proactive approach to community engagement by developing plans based on its business needs. Community engagement activities are designed to:

- Improve social and economic outcomes for clients.
- Enhance community understanding of the role of community-managed or owned housing in overcoming social and economic disadvantage.
- Position MASP as a key organisation offering employment and other opportunities for residents.
- Attract funding from various sources, including local businesses and large philanthropic trusts.
- Produce more stable tenancies, reducing instances of rent arrears and neighbour complaints.
- Improve the amenity of local areas, leading to increased community integration and reduced vandalism.
- Enhance health and well-being, reducing pressure on health services.

#### 3.2 Forms of Engagement

MASP's community engagement activities include:

- **Informing:** Communicating through newsletters, local newspapers, radio interviews, event advertising on the MASP website or social media
- **Collaborating/Enabling:** Partnering with others to overcome social exclusion and build strong community linkages.
- **Leading:** Involvement in activities designed to influence service provision, government policy, research, or the development of new programs

#### 3.3 Partnerships

MASP aims to work in partnership with relevant organisations and partner agencies to promote community housing and contribute to socially inclusive communities. MASP's involvement includes:

- Cooperation in service development activities
- Participation in network meetings
- Support and advocacy for other services where appropriate.

#### 4. Roles and responsibilities

<b>Role</b>	<b>Responsibility</b>
<b>Manager Corporate Services</b>	Responsible for reviewing and maintaining the currency of this policy
<b>Executive Team</b>	Endorses the policy and ensures its implementation
<b>Board of Directors</b>	Approves the policy and oversees its adherence within the organisation
<b>All MASP Staff</b>	Comply with the policy and contribute to community engagement activities

#### 5. Definitions

<b>Community Engagement</b>	A broad range of activities and strategies used to connect and involve MASP's clients and tenants with their local communities.
<b>Stakeholders</b>	Individuals, groups, or organisations that have an interest in MASP's activities, including clients, tenants, service providers, and government bodies.

#### 6. Related Documents

This policy is implemented in conjunction with the following related documents:

<b>Policies</b>	<ul style="list-style-type: none"><li>• Strategic Plan 2022-2025</li></ul>
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#### 7. Legislation and other References

<b>Related Legislative Acts and other sources of Authority</b>	<ul style="list-style-type: none"><li>• Public Health and Wellbeing Act 2008</li></ul>
<b>Related Standards, Guidelines, and other References</b>	<ul style="list-style-type: none"><li>• Public Engagement Framework 2021-2025</li></ul>