



# Tenant Advisory Committee Terms of Reference





## Table of Contents

- Purpose
- Values
- Scope
- Membership
- Roles
- Making it work
- Communication
- Impact



# Tenant Advisory Committee

This statement was created by the tenant Co-Design group

## **Purpose Statement**

*The Tenant Advisory Committee is a place for a diverse representative group of Tenants, and Management to shape decisions made by Liverty which impact tenants.*

*It improves the tenant experience by keeping Liverty accountable, driving continuous improvement and opening up two-way communication, ensuring Liverty meets its standards of excellence.*

# Tenant Advisory Values



VALUES	WE SEE	WE DON'T SEE
COURAGE	<ul style="list-style-type: none"> <li>• say what you think</li> <li>• hold the Committee to account</li> <li>• support Committee members</li> </ul>	<ul style="list-style-type: none"> <li>• egos</li> <li>• unproductive argument</li> </ul>
CURIOSITY	<ul style="list-style-type: none"> <li>• equal tenant / Liverty voices</li> <li>• open to new ideas</li> <li>• lots of questions asked</li> </ul>	<ul style="list-style-type: none"> <li>• resistance to change</li> <li>• disinterest</li> </ul>
COMPASSION	<ul style="list-style-type: none"> <li>• support needs met</li> <li>• everyone is respected</li> <li>• sharing vulnerability</li> <li>• checking in with each other</li> </ul>	<ul style="list-style-type: none"> <li>• dismiss contributions</li> <li>• disrespect</li> <li>• overlooking safety &amp; wellbeing</li> <li>• overlook individual stories &amp; interests</li> </ul>
COLLABORATION	<ul style="list-style-type: none"> <li>• everyone understands</li> <li>• everyone is heard</li> <li>• proactively building trust</li> <li>• working toward a shared outcome</li> </ul>	<ul style="list-style-type: none"> <li>• coming to discussions unprepared</li> <li>• holding knowledge back</li> </ul>
ETHICAL	<ul style="list-style-type: none"> <li>• all decisions treated equally</li> <li>• what is agreed aligns with actions taken</li> </ul>	<ul style="list-style-type: none"> <li>• self service / self interest</li> <li>• breaching confidentiality</li> </ul>



## INNOVATION

*developing better processes and products*

## TWO WAY COMMUNICATION

*Tenants and Liverty listening and talking to each other*

## SCOPE

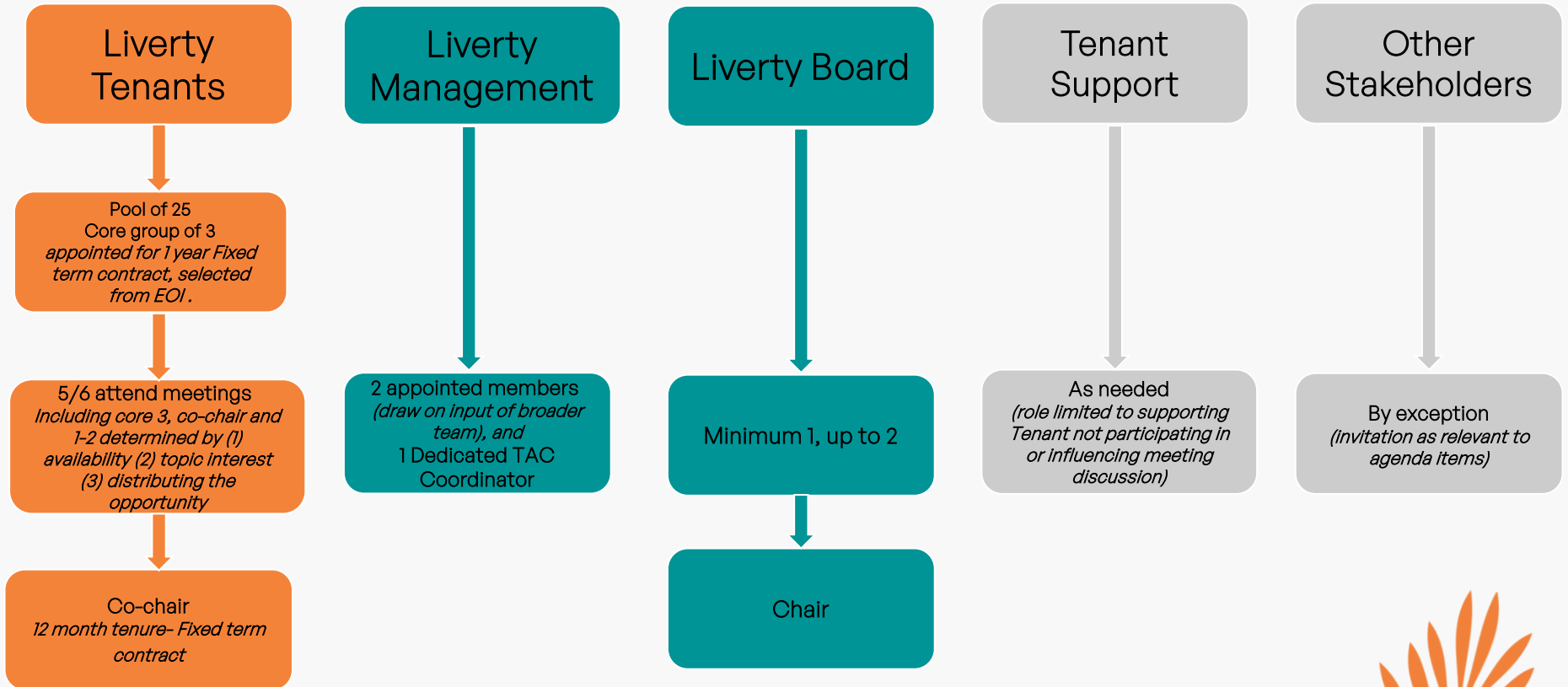
## SERVICE EXCELLENCE

*Setting the standard in SDA provision*

## SYSTEMS ADVOCACY

*Influencing a stronger SDA market*

# Tenant Advisory Committee Makeup



# Tenant Advisory Membership



TENANT SKILLS / EXPERIENCE (capacity building available)		SHARED SKILLS / EXPERIENCE		LIVERTY SKILLS / EXPERIENCE	
Advocacy	Diversity of disability	Conflict resolution	Property Maintenance	Engagement SME	Tenancy SME
Committee experience	Tenant rights SME			Facilitation	Decision authority
Varied SDA Tenure	SDA provider diversity			SDA market SME	
NDIS SME	Design Accessibility SME				
TENANT ATTRIBUTES		SHARED ATTRIBUTES		LIVERTY ATTRIBUTES	
Willing to commit	Representative not self serving	Communicator	Listener	Committed (tenure)	Prioritise tenant voice
Confident	Proactive	Flexible	Open minded	Empathy	warm & welcoming
Attention to detail				Curious	

# Tenant Advisory Committee Roles

TENANT, total of 25 roles available

## All Tenant Advisory Reps:

**Number:** 21

**Tenure:** 1 year

- (a) read & respond to emails
- (b) read agendas - provide input if relevant
- (c) attend meetings if in the core group, respond to invitations to attend meetings if in the general group and invited
- (d) read minutes

## Sitting Members:

**Number:** 3

**Tenure:** 1 year

*(Core group of 3 + 1-2 invited members from the general group to make up 5 Tenant representatives + co-chair which makes 5-6)*

- (a) read agenda
- (b) prepare for the meeting
- (c) attend meeting & contribute
- (c) review minutes

## Meeting Co-Chair:

**Number:** 1

**Tenure:** 1 year

- (a) read draft agenda
- (b) discuss draft agenda with Chair
- (c) co-chair meeting
- (d) review draft minutes and confirm with Chair
- (e) summary video of meeting outcomes for all tenants with Chair





# Tenant Advisory Committee Roles

## LIVERTY

### Advisory Committee Reps

**Number: 2**

**Tenure:** linked to role

- (a) read tenant advisory Committee emails
- (b) inform draft agendas
- (c) inform responses to emails
- (d) prepare for and participate in meetings
- (e) mentor/buddy to assigned Tenant members

### Full Management Team

- (a) inform preparation for meetings as relevant
- (b) follow up actions from meetings as relevant
- (c) read agendas & minutes

### Advisory Coordinator

**Number: 1**

**Tenure:** linked to role

- (a) administer Advisory email
- (b) draft and distribute agendas (drawing on management and advisory Committee email suggestions)
- (c) coordinate co-chair and tenant participation selection for each meeting
- (d) draft and distribute minutes
- (e) draft Board papers relating to Tenant Advisory outcomes
- (f) Coordinate Tenant member capacity building & support requirements

### Chair

**Number: 1**

**Tenure:** Liverty Director

- (a) finalise draft agenda with input from Co-chair
- (b) chair meetings with Co-chair
- (c) review minutes with Co-chair
- (d) finalise board reports
- (e) bring views of the Advisory group into relevant Board agenda items
- (f) mentor tenants acting in Co-chair role

### Liverty Board

- (a) seek out views of the tenant advisory Committee for relevant agenda items
- (b) contribute to the Tenant Advisory Committee agenda
- (c) rotate sitting on the Tenant Advisory Board

**Attending**

**As  
Required**

# Tenant Advisory Committee Roles

## OTHER

Tenant Supports  
(support worker or other support to Tenant  
Advisory Committee Member)

(a) attend Tenant Advisory Committee meetings  
for the purpose of providing support to participate  
to relevant tenant advisory Committee member

(b) support Tenant to prepare for advisory  
Committee participation in a manner that doesn't  
influence the opinion or contribution of the tenant  
advisory Committee member

Other Stakeholders  
(OSS Provider, Property Maintenance Provider etc)

(a) attend Tenant Advisory Committee as guest as  
invited



# Tenant Advisory Committee Cycle

## Ahead of Meetings

Advance notice of meetings given

Agenda drafted

Agenda shared

Attending 4-6 tenants confirmed  
(including 3 Sitting reps, co chair and  
up to 2 additional tenants)

Prepare for meeting (Tenants can pre-  
submit contributions / questions)

## Meetings

Online format

Held every three months (quarterly)

Opportunity to contribution given to  
each Tenant member for each agenda  
item

Tenant Members welcome to share  
their stories & experiences

## Post Meetings

Minutes drafted

A Summary of Meeting outcomes  
drafted

Minutes and summary shared

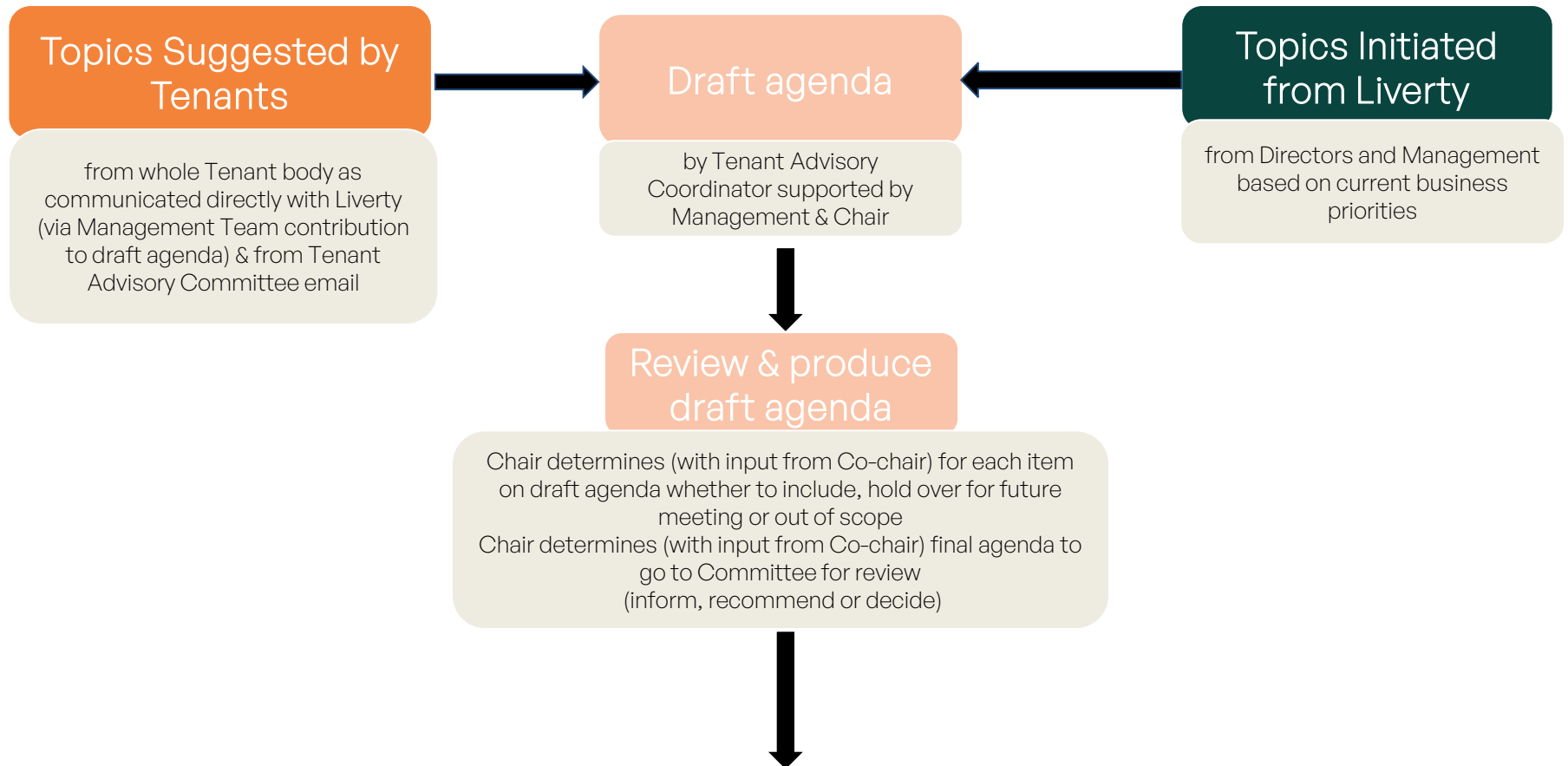
Tenant Advisory Member suggestions  
for future meetings shared via email

Meeting outcomes communicated  
with all Liverty Tenants

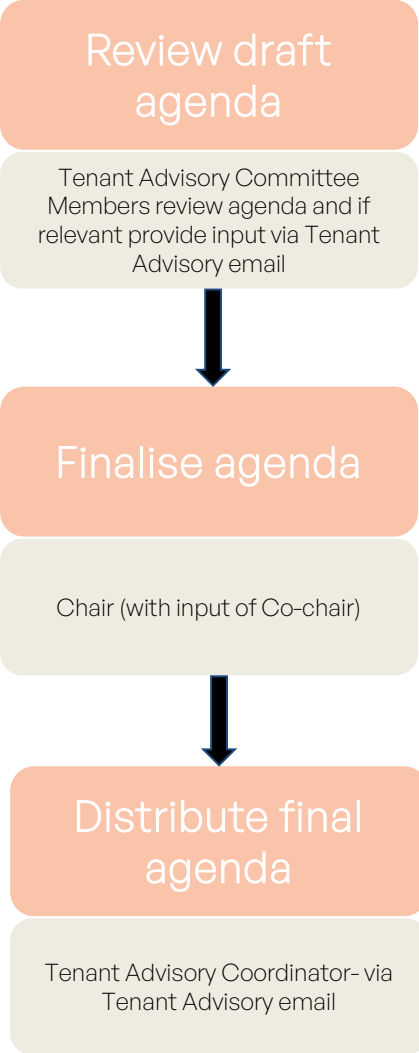
Support as required from Tenant Advisory Committee Coordinator and Assigned Management Team Mentor/Buddy



# Tenant Advisory Committee Agenda Setting



# TAC Agenda Setting, Cont..



# About the Meetings

Regular meeting  
held every 3  
months

Meetings held  
online

Tenant participants can  
ask questions or give  
comments ahead of the  
meeting via the advisory  
Committee email

Tenant advisory  
Committee  
members will be  
remunerated

Extra meetings  
can be called at  
any time as  
needed

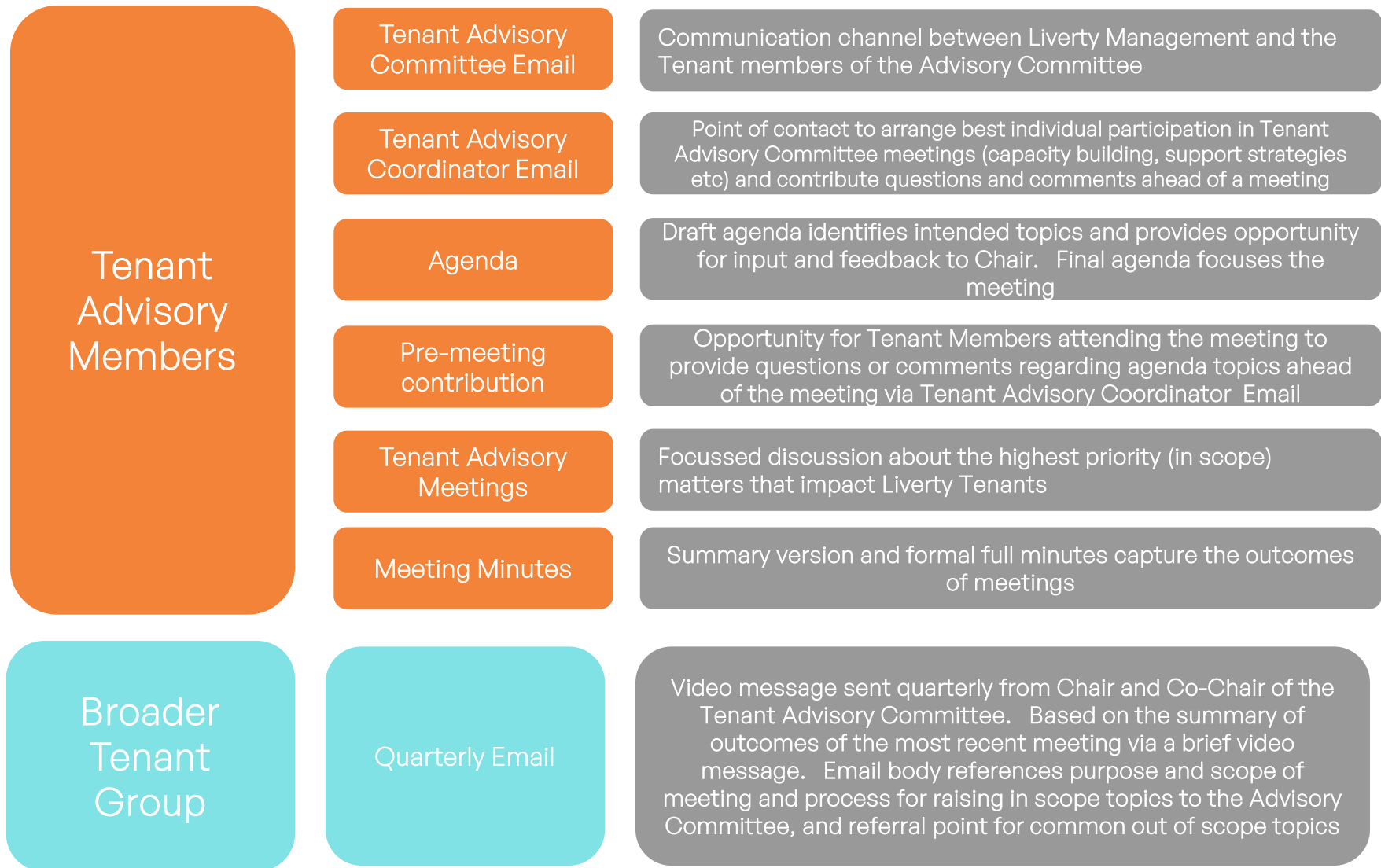
Agendas will  
have space to  
add emerging/  
urgent issues

Each Tenant  
Participant will be  
invited to  
contribute to the  
discussion of  
each agenda item

The priority is Tenant  
experience,  
management will  
primarily listen



# Communication Channels



# Impact

## Impact Statement

There is an increase in Tenant Satisfaction with, and sense of connection to Liverty

## Measurement

outcomes of Tenant Advisory Committee meetings are consistently followed through and communicated to Broader Tenant group

increase in feedback to Liverty (engagement) initiated by tenants

## Goal

A quantitative/ Rating question in the annual Liverty tenant satisfaction survey relating to effectiveness of the TAC) with space for a qualitative comment

A 30% increase in feedback from Tenants to Liverty

## Tolerance threshold

*(trigger for considering what can the Tenant Advisory Committee do or leverage if the measure falls outside the tolerance threshold)*

In recognition of the 'newness' of the TAC, initially set a range of tolerance between 65%-85% satisfaction as acceptable while Tenants are growing awareness of the TAC and what it is achieving.

Consider following up with tenant respondent who identify themselves and deliver outlying low scores with an invitation to engage directly with Liverty in relation to their dissatisfaction with the TAC

Consider the first year being about establishing benchmarks - then set tolerance thresholds going into year 2.





# Impact

## Impact Statement

## Measurement

## Goal

**Tolerance threshold**  
*(trigger for considering what can the Tenant Advisory Committee do or leverage if the measure falls outside the tolerance threshold)*

There is an increase in Tenant Satisfaction with, and sense of connection to Liverty

score of relevant questions in Tenant satisfaction survey

% increase in the response rate of tenant satisfaction survey

Consider the first year being about establishing benchmarks - then set tolerance thresholds going into year 2

Question in the survey about level of engagement with Liverty

Consider the first year being about establishing benchmarks - then set tolerance thresholds going into year 2

Question in the survey about comfort raising issues or concerns with Liverty

Consider the first year being about establishing benchmarks - then set tolerance thresholds going into year 2

An increase in tenant reported quality of life outcomes

score of relevant questions in Tenant satisfaction survey

% increase in the response rate of tenant Quality of life outcome questions

Consider the first year being about establishing benchmarks - then set tolerance thresholds going into year 2



# Impact

Impact Statement	Measurement	Goal	Tolerance threshold <i>(trigger for considering what can the Tenant Advisory Committee do or leverage if the measure falls outside the tolerance threshold)</i>
There is an increase in business performance measures directly related to Tenants	increased occupancy	TBD	TBD
	increased tenure of tenancies	TBD	TBD
	score of questions in Tenant satisfaction survey relating to satisfaction with design and functionality	TBD	TBD

# Impact

Leadership in the SDA Market results in Business growth (reputation)	number of sector partnerships	TBD	TBD
	number of open source resources made available by Liverty to the SDA Market	TBD	TBD
	level of investment	TBD	TBD
Leadership in the SDA Market influences favourable systems and policy change (Advocacy)	number of Systems and / or policy change communication opportunities Liverty undertakes	TBD	TBD





# Thank You

[www.liverty.org.au](http://www.liverty.org.au)