

TENANT ADVISORY COMMITTEE

A New Voice for Tenants

Our organisation has been working hard to improve tenant representation over the past year. We're thrilled to announce the Liverty Housing Tenant Advisory Committee launch, a major step in our commitment to tenant rights and advocacy. The advisory committee was established to empower tenants across our properties in Australia. Incorporating the tenant's voice in decisions that impact you. We held two meetings in May and June to formalise the committee's formation and set the agenda for the upcoming months.

Our Purpose

The Tenant Advisory Committee is a dedicated group of Liverty Tenants and Management, who are passionate about promoting fair and equitable treatment for SDA Tenants. Comprising of experts in tenant rights, community leaders, and advocates, the committee aims to address the challenges faced by tenants within Liverty Housing and amplify their voices in policy discussions.

What happens at the meetings?

The tenants set the agenda. Six tenant participants attend each meeting: four Sitting Members and two General Members. Sitting Members are present at every meeting, while General Members rotate. However, all members provide valuable feedback on all meetings and topics. The co-design group established this structure to ensure that a diverse range of experiences is considered in the recommendations we make.



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Why this matters to you

- **Advocacy and Representation:** The Committee will advocate for policies that protect and enhance tenant rights, ensuring that SDA tenants are treated fairly and respectfully.
- **Education and Awareness:** The Committee seeks to empower tenants by providing resources and information about their rights and responsibilities.
- **Policy Influence:** The Committee will engage with policymakers and stakeholders to influence policies and processes that impact Liverty tenants.
- **Quality Service:** Having a diverse representation of tenants who are encouraged to speak openly and honestly allows Liverty Housing to identify business improvements and enhancements to create more satisfied tenants.

Our Shared Values

We created a value-based advisory to ensure the tenant's rights and interests were at the heart of all recommendations. They are;

- Courage,
- Curiosity,
- Compassion,
- Collaboration, and
- Ethical



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How did we get here?

The Liverty board recognised the need to incorporate lived experience to make the advisory meaningful and authentic. We did this using co-design to create the advisory's purpose, processes and desired outcomes.

The co-design process involved creating a Terms of Reference, which we used to establish the advisory group and implement their plans. A considerable amount of work went into setting up internal processes and policies to ensure the successful implementation of the co-design outcomes. Once we were ready for tenant participation, we received an overwhelming response and selected 25 tenants to take part. With our group selected, we could hold our first meeting. Our first meeting focused on the members getting to know each other and agreeing on the advisory's focus.

What's on the agenda?

The advisory spent valuable time identifying the topics that are most relevant to our tenants including;

Some of the topics covered or flagged by the committee to date include:

- Co-Design Process and Framework
- Advisory Committee Implementation
- Engagement Strategies and Advisory Group Scope
- Broader Committee Engagement
- Tenant Experience and Onboarding
- Communication, Coordination Issues with Building & Property Management
- Discussion on Property and Building Management
- On-site Support (Key Performance Indicators (KPIs), escalation points, complaints management)
- Tenant Onboarding and Exits
- Inclusions of disability awareness packages for stakeholders
- Engagement strategies for broader tenant group

We want YOU!

We encourage all Liverty tenants to get involved with the Tenant Advisory Committee. Whether you are passionate about advocating for quality SDA practices, have expertise in tenancy, or simply want to make a difference.



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How can you get involved?

You can:

- **Join the committee:** If you are interested in becoming a member of the Tenant Advisory Committee, visit our website to learn more about the expression of interest process and criteria. We will be taking new expressions early 2025 for next year's Tenant Advisory Committee.
- **Share your story:** Your experiences as a tenant are valuable. Share your stories with us to help raise awareness about issues affecting you living in SDA. Email tacadmin@livity.org.au and a member of our team will be in contact.

Stay Informed

To receive all the latest news, subscribe to our website by clicking on the link and enter your details: Media & News | Livity. This will keep you updated on the Committee's activities, upcoming events, and opportunities to participate.

Get In Touch

Livity is looking forward to working more closely with the tenant representatives to help effect positive changes within the business.

Have questions or feedback for the Tenant Advisory Committee? We want to hear from you! Reach out to us at feedback@livity.org.au or visit our website to complete a feedback form [Contact us about Specialist Disability Accommodation \(SDA\) \(livity.org.au\)](#), and to learn more about how you can get involved.

It is really great to see the members are very engaged and it is our early assessment that TAC will give Livity Housing a unique ability to understand what the tenant really needs and wants when it comes to both the products (dwellings) and how services are delivered.

Together, we can make a difference.

Livity's Tenant Advisory Committee

