



Resource Guide for Volunteer Member-Tenant Managed Organisations

**Free & Low Cost Training Options, Fact Sheets
& Miscellaneous Resources**

April 2017

About this Guide

Welcome to the third edition of the Resource Guide for Volunteer Member-Tenant Managed Organisations (VMTMO's). This guide will now be distributed on a quarterly basis to ensure we can provide our members with up to date training information.

The Community Housing Council of South Australia (CHCSA) is committed to providing information and support to VMTMO's to ensure they can maximise their potential and provide their members with the best opportunities to create a successful organisation.

This guide contains free and low cost training options for members of VMTMO's, fact sheets and numerous resources that may interest these organisations and their tenants.

We invite your comments on the content of this guide and encourage your feedback in regards to the information you would like to see included.

Free & Low Cost Training

This section contains a range of free and low-cost training courses and webinars that Volunteer Member-Tenant Managed Organisations may find beneficial.

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Community Housing Council of SA

The Community Housing Council of SA has identified a training gap that has been left as a result of the closure of CP&G. The CHCSA has consulted with its member organisations to determine what their priorities are in regards to training and have endeavoured to source registered training organisations that can deliver this training to our members on a fee for service basis.

This has proven to be extremely successful for a number of our members, particularly Tier 3 housing providers. The following training workshops have been identified as priorities and will be repeated on a regular basis for VMTMO's:

- Good Governance
- Running Effective Meetings
- Maintenance Training Workshop
- CBS for Community Housing
- Understanding Financial Statements

Governance

Held on a 6 monthly basis - \$40 per person

Delivered by Northern Volunteering, this 3 hour workshop is a must for all housing co-operative members to understand the role of governance in their organisation including the importance of a constitution and the roles and duties of Board members. Topics include:

- Understand the concept of governance in the Australian environment
- Understand the importance of governance
- Review of basic terms and concepts around governance

Running Effective Meetings

Held on a 6 monthly basis - \$20 per person

Delivered by Northern Volunteering, this 2 hour workshop is a must for all housing co-operative members. Topics include:

- How to run a meeting
- Differences between General Meetings and Board Meetings
- Types of roles people take on in meetings
- Tips on good facilitation

Maintenance Training Workshop

Held on a 6 monthly basis - \$50 per person

Delivered by G-Force Building & Consulting, this 3 hour workshop includes a Maintenance Inspection on the CHCSA offices. G-Force recommends that housing co-operatives send 3 people to these workshops (ideally the Maintenance Officer, Tenancy Officer and Treasurer). Topics include:

- Theory about why inspections are needed
- The rights of entry
- Planning and carrying out the inspection
- Tenancy versus property inspection
- Laws and regulations about fences and retaining walls
- Glossary of building terms

CBS Training for Community Housing

Held on a 6 monthly basis - FREE

Delivered by Consumer & Business Services this 1 ½ hour workshop is targeted specifically for the community housing sector. Topics include:

- Periodic leases
- Roles & responsibilities of community housing providers
- Landlord conditions and exclusions
- Lodging a bond
- Rent records
- Right of entry
- Maintenance & reports
- Inspection sheets
- Water
- Breaches of Lease

Understanding Financial Statements

Held on a 6 monthly basis - \$40 per person

Delivered by Northern Volunteering this 3 hour workshop is targeted specifically for Board members who read financial reports. This workshop is designed to give you an understanding of how to read the reports and the knowledge to ask the appropriate questions. Topics include:

- What are financial reports – includes a glossary of terms and what they mean
- How to read reports and statements of financial position
- Analysing statements (i.e. assets, liabilities, equity, cash flow)
- Income and expenditure statements
- Why is it necessary? (how it all fits in with planning)
- What you need to do/know as a Board Member/Committee Member
- Trouble shooting (what to look out for)

Expressions of Interest emails are sent regularly to advertise proposed dates for these training workshops. This information is sent to all 3 contacts of housing co-operatives, the Education Officer and advertised in the papers distributed as part of the Central Forum.

Adult Community Education (ACE)

Adult Community Education (ACE) delivers training in a supportive community setting at various locations throughout South Australia.

ACE involves hundreds of organisations and volunteers who are based in community centres, local council organisations, neighbourhood houses, libraries and other community service centres.

In response to requests from Tier 3 housing providers, the following ACE workshops targeted at computer skills has been sourced from various locations.

Junction Community Centre

2a May Terrace, Ottoway

Junction Community Centre have Basic, Intermediate & Advanced Computing courses that run in-line with the SA state school term dates. Students are required to attend all 10 weeks of the course starting at the beginning of the term.

Basic Computing

An introduction to computing, bookings essential. 10am – 12pm every Tuesday commencing on Tuesday 2nd May 2017. \$4 per class plus \$4 for a manual.

Intermediate Computing

An introduction to the digital world. Learn to use the internet. 6 month course. 3.00pm – 5.00pm every Wednesday. \$4 per class.

Ring the Junction Community Centre on 8341 1334 to confirm start and finish dates of these courses and to register your attendance.

Morella Community Centre

90 Kings Road, Parafield Gardens

Essential Computing Skills

Commences on Monday 1st May 2017 and runs every Monday from 10am – 11.30am until 26th June 2017. The total cost of this course is \$30 (for the 8 week program). Topics covered include computer basics, internet, social media, online shopping, internet banking and an introduction to MS Office.

Ring the Morella Community Centre on 8406 8484 to register for this course.

Wandana Community Centre

14 Blacks Road, Gilles Plains

Computer Class for Beginners

Commences on Friday 5th May 2017 and runs every Friday from 3pm – 5pm for a 10 week period. Learn basic computing skills – Windows, keyboard & mouse, word processing, some terminology that you need to know. Bookings are essential, cost of the course is \$20 per term.

Internet & Email Basics

Commences on Friday 5th May 2017 and runs every Friday from 1pm – 3pm for a 10 week period. Learn how to use the internet and email safely, word processing and spreadsheets. Basic computer knowledge needed. Bookings are essential, cost of the course is \$20 per term.

Ring the Wandana Community Centre on 8261 8124 to register for this course.

Volunteering SA-NT

VSA&NT is the one stop shop for training of Volunteers, Volunteer Managers and Volunteer Coordinators. These workshops will provide you with information that is interesting, informative and inspirational. All workshops are conducted by professional trainers in an environment that encourages discussion, the exchange of information and the development of core skills. A wide range of introductory training courses is provided free of charge or for a minimal cost.

The following sessions are offered as custom fee for service for NFP Boards or groups:

Skills for Committees and Boards

2 Hour Workshop

Newly appointed or just want to do a better job on your committee? Then this is the workshop for you! You will look at the business of the organisation, including the core functions of each of the members, working as an effective group and the different roles that make an effective committee. You will understand your legal requirements when carrying out committee/board duties (Associations Incorporation Act), and learn how to monitor operations e.g. meetings, finance and strategic planning.

Introduction to the Management of Meetings

2 Hour Workshop

Learn how to run an effective meeting and deal with tricky situations in this two hour training session. Understand meeting processes and procedures and your role and responsibilities as a committee member. The session will also help develop your understanding of financial reporting.

The Treasurer's Role in Small Not for Profits

3 Hour Workshop

You've been elected Treasurer (new or continuing). Now what? Being treasurer is a great honour and a great responsibility and in this workshop we will help you come to grips with the basics of your volunteer position by looking at the treasurer's role, duties and obligations. You will learn to maintain a simple set of accounts, present a budget and prepare for an audit.

Volunteering SA&NT can also provide customised training for your organisation. For further information please contact carole.rogers@volunteeringsa-nt.org.au or 8221 7177.

Consumer & Business Services (CBS)

Consumer & Business Services (CBS) offers free two-hour information sessions to help tenants, landlords and agents understand the rights and responsibilities related to rental properties. These sessions are tailored for the specific needs of agents, private landlords and tenants. Once you enrol for an information session, CBS will advise you of date, location and details once sufficient enrolments are received.

Wednesdays

Residential Bonds Online (RBO)

6.00pm – 7.30pm

FREE

RBO information sessions offer practical instruction for agents and private landlord to manage bonds online. The session covers:

Registering as a real estate agency and landlord, lodging a cash bond, lodging a guarantee bond, lodging a guarantee and cash bond, making a part payment and adding a tenant, adding or removing a tenant from a bond, changing ownership of a bond, changing management of a bond, refunding a bond, completing a rent roll

Wednesday or Thursdays

Residential Tenancy Information Sessions

Thursday 22nd June 2017 & Thursday 17th August 2017 (2.00pm – 4.00pm)

FREE

This information session offers a practical introduction to rights and responsibilities in a private rental property. The session includes information for tenants, landlords and agents.

Topics include types of leases, additional conditions and exclusions, lodging a bond, rent records, right of entry, maintenance and repairs, inspection sheets, water, lease breaches.

To enrol for one of these Information Sessions go to

<https://www.sa.gov.au/topics/housing-property-and-land/housing/renting-and-letting/the-information-sessions-available/enrol-in-residential-tenancy-information-sessions>

Community Centres SA

Ongoing Webinars

Community Centres SA provide a range of Webinars for their members. To listen to these webinars, simply log in using your member details and an email with instructions on how to download the webinar and the link will be sent to you on registration. A large range of topics are covered including:

- Governance
- Accounting for non-Accountants
- The Board and Co-ordinator Relationship
- Risk Management
- Board Reporting and Accountability
- Positive People Management
- Managing Toxic Behaviour
- Grants SA Information Session

These webinars are available to access through their website at:

www.communitycentressa.asn.au/events/category/webinars-and-recordings

For any enquiries regarding these webinars please call Fulvia Lorenzon on 8371 4622 or email florenzon@communitycentressa.asn.au

ACNC Webinars

The ACNC provides online training sessions for charities on topics we have identified that there is a demand for more information and education on.

How to participate in an ACNC Webinar

A webinar is a seminar or presentation that is delivered online, using your computer. The ACNC delivers webinars using a piece of third-party software called GoToMeeting.

You can participate in these sessions from your computer or your mobile device (smart phone or tablet).

A free webinar app is available from all app stores.

To register, select your preferred session below. **All webinars start at 12pm AEST (Australian Eastern Standard/Summer Time) unless specified otherwise.**

Please note the dates and sessions listed are subject to change.

Running a Charity

23rd May 2017

This webinar will provide some practical tips on running a charity and helping it meet its obligations to the ACNC and to thrive. Topics discussed will include the role of board, governance basics, managing finances, and more.

Completing the 2016 Annual Information Statement

20th June 2017

Is your Annual Information Statement due by 30 June? If so, join us for a webinar that will go through elements of the 2016 Annual Information Statement, with particular emphasis on avoiding common errors when completing the statement's financial questions.

The ACNC and the ATO – charity tax concessions and endorsements

18th July 2017

This webinar will be run jointly with the ATO. It is a great chance to learn more about charity tax concessions, DGR and the relationship between the ACNC and the ATO.

Welcome to the board – Information for new charity board members

19th September 2017

Just joined a charity's board? Join us to learn more about the responsibilities and duties of charity board members and the importance of good governance.

For more information on the ACNC webinars including how to register go to:

http://www.acnc.gov.au/ACNC/Contact_us/Speaker_events/ACNCWebinars/ACNC/Edu/Tools/ACNCwebinars.aspx?hkey=b5bdf5f6-6ee5-4c90-8b85-6f480264c872

Mediation SA

Mediation SA provides conflict resolution services across South Australia. Providing a number of services including mediation, facilitation, community development and education and training, Mediation SA located on Morphett Road at Warradale can be a useful resource for Volunteer Member-Tenant Managed Organisations.

Education & Training

Mediation SA uses experienced trainers to provide a wide range of tailored workshops and presentations in the following areas:

- Understanding Conflict
- Triggers to Conflict
- Conflict Management
- Communication Skills to Prevent Conflict
- Personality and Conflict
- Power and Conflict
- Problem Solving
- Interest Based Negotiation
- Understanding Mediation
- Transformative Approach to Conflict
- Dealing with Challenging Behaviours

For further information on these training options and other services provided by Mediation SA please contact them on 8350 0376 or visit their website at www.mediationsa.org.au

Volunteer Member-Tenant Managed Resources

Listed on the following pages are a range of Fact Sheets, Forms and services that will be of interest to Volunteer Member-Tenant Managed Organisations and their tenants.

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Resolve Your Energy or Water Company Complaint

Energy & Water Ombudsman SA

The Ombudsman can investigate and help resolve disputes between customers of energy and water companies and members of the Scheme by providing a free, independent, accessible, fair and informal service.

Resolving the Issue

1) First things first

Contact your energy company and explain your situation with them first and what you would like them to do. Have your account details with you and keep a record of names, dates and time of your contact with the company.

2) You need a solution

If the person you are talking to is unable to provide a solution ask to speak to someone in authority who can. Remember to record the names of people you speak to at the company.

3) Not resolved? The Energy & Water Ombudsman can help

If you remain dissatisfied with the response provided by your energy or water company, then contact the Energy and Water Ombudsman SA for assistance.

TIP: Prepare clear factual notes detailing the situation and what action you believe appropriate, and have a notebook or paper in which to record the discussion with the company. Remain calm at all times and be persistent with the facts.

How to Lodge a Complaint?

- Online at www.ewosa.com.au
- Free call 1800 665 565
- Email at contact@ewosa.com.au
- Free fax 1800 665 165
- Write to GPO Box 2947, Adelaide SA 5001

Financial Ombudsman – How to Resolve Your Dispute

The Financial Ombudsman Service is an independent organisation offering free and accessible dispute resolution services to the customers of financial services providers across Australia. This provides you with the option of resolving your disputes quickly and efficiently, without the cost and time involved in going to court.

Resolving your dispute – 3 steps

- 1) **Lodge your dispute**
- 2) **FSP response**
- 3) **Negotiation/conciliation/assessment/decision-making**

The Financial Ombudsman will work with you and your financial service provider (FSP) to resolve the dispute. We are independent so we do not take sides, but we will do what we can to get the best resolution for both of you. The dispute process this is used has different stages and a resolution can come at any point in the process.

STEP A – Contact your FSP

If you have a problem with a financial product or service, the first thing you should do is raise the matter with your FSP. Contact details for all FSP members are available on our website. It's a good idea to put your dispute in writing, explaining what you're not happy with and asking if the FSP can resolve it. Make a note of the date you do this.

If you choose to lodge your dispute with us before contacting your FSP, or while you are waiting for your FSP to respond to you, we will contact the FSP and send them the details of your concerns. The FSP should then respond to you directly.

You can register your dispute with us by completing our dispute form online. Alternatively you can call, write, email or fax us.

STEP B – Allow time for FSP response

An FSP may have up to 45 days to respond. The response period is 21 days for credit-related disputes involving default notices or requests to postpone enforcement proceedings or to vary credit contracts because of financial hardship.

If legal proceedings relating to debt recording are on foot when a dispute is lodged, the FSP is not given an initial response period. In this situation, a streamlined dispute resolution process is used.

Many disputes are resolved during the FSP response period. If the response period has expired and you haven't heard back from your FSP, or you have received a response from your FSP that has not resolved your concerns, then you need to contact us and ask us to help resolve your dispute.

STEP C – Lodge your dispute

Have you complained to your FSP directly?

If you have been dealing directly with your FSP and have not previously lodged your dispute, then you need to lodge your dispute by completing the Financial Ombudsman dispute form. This dispute form is available online at www.fos.org.au/disputes or by calling us on 1300 780 808.

When you complete the dispute form, it will ask you to include documents and information. It's a good idea to send all relevant documents and information you have so that it clearly states what has happened. This might include account statements, financial plans, insurance documents, or correspondence you have received from your FSP.

Once you lodge a dispute, the FOS will check that the dispute comes within their Terms of Reference. If your dispute does come within the Terms of Reference then the dispute details will be sent to the FSP.

Have you already lodged your dispute with the FOS?

If you have already lodged your dispute with the FOS at Step A and your dispute hasn't been resolve, then contact the FOS quoting your case number and tell them that you want them to help resolve your dispute.

To contact the Financial Ombudsman Service:

It is recommended that you visit www.fos.org.au for comprehensive information about the services and help to answer questions you may have. If necessary, you can also lodge your dispute online.

To talk to customer service staff call 1300 780 808 or email info@fos.org.au. Or write to GPO Box 3, Melbourne VIC 3001.

Legal Services Commission of SA

Need legal help?

The Legal Services Commission helps people with legal problems. You may have been arrested, had a car accident, had a problem with your family, received a summons, or any of a hundred other things and not know where to go. The Legal Services Commission provides legal information, legal advice and grants of legal aid.

Legal Help Line

Anyone can call the Legal Help Line for fast legal information and advice. This is a free service. Simply call **1300 366 424** between the hours of 9.00am to 4.30pm Monday to Friday. The Legal Help Line can be busy at times so please be patient. Your call will be answered as soon as possible.

Legal Advice

For face to face advice, you can make an appointment to talk to one of their legal advisers at any of their offices. They can provide initial advice for most legal problems and can refer you to other places to get help. Simply call your nearest office to arrange a free 30 minute appointment. To save time, call the Legal Help Line to talk to an advisor on the phone first.

Child Support Unit

Provide a range of services for both carer and liable parents. For child support help and advice telephone **8111 5576**, leave your details and the Child Support Unit will call you back. Alternatively you can message through their Facebook page at www.facebook.com/ChildSupportUnitSA or send an email to childsupportunit@lsc.sa.gov.au

Contact the Legal Services Commission

Adelaide – 159 Gawler Place, Telephone: 8111 5555

Elizabeth – Windsor Building, Elizabeth Centre, Telephone: 8111 5400

Mt Barker – 18 Walker Street, Telephone: 8111 5320

Noarlunga – Noarlunga House, Telephone: 8111 5340

Port Adelaide – ANL House, 306 St Vincent Street, Telephone: 8111 5460

Port Augusta – 13 Flinders Terrace, Telephone: 8686 2200

Whyalla – 7/169 Nicolson Avenue, Telephone: 8620 8500

ACNC – Managing Conflicts of Interest – A Guide for Charity Board Members

About this guide

This guide has been developed to help explain what conflicts of interest are and how they can be managed. Conflicts of interest often occur and most people will encounter them when working or volunteering with a charity. They do not need to be a serious problem. However, if not managed properly, a conflict of interest can damage a charity's reputation and, in serious cases, lead to the charity or its board members to break the law.

What this guide covers

This guide explains conflicts of interest and what needs to be considered when they arise.

Conflicts of interest can be more easily identified and managed by ensuring your organisation is properly informed on how to identify, prevent and manage conflicts of interest.

Who this guide is for

This guide is for people who are, or are considering becoming, board members of a charity registered with the Australian Charities and Not-for-profits Commission (ACNC). It may also be of interest to employees and volunteers of charities.

IDENTIFY – Identify real, perceived or potential conflicts of interest

PREVENT – prevent conflicts of interest by taking steps to reduce the risks

MANAGE – Manage conflicts when they arise with appropriate remedial actions

A copy of this guide can be downloaded from

<http://www.acnc.gov.au/ACNC/Publications/COIguide/COIGuide1.aspx>

Women's Information Service

Providing information to South Australian women online, over the phone and in person

You can talk to them about:

- Family life and relationships
- Domestic/family violence
- Education and training
- Health and wellbeing
- Housing and accommodation options
- Financial matters
- Women's groups and events

**Open Monday, Tuesday, Thursday & Friday from 10am to 4pm
Ground Floor, 101 Grenfell Street, Adelaide SA 5000**

Phone: 8303 0590 or free call 1800 188 158 (Monday to Friday 9am-5pm)

www.wis.sa.gov.au

The South Australian Welfare Rights Centre

What is the South Australian Welfare Rights Centre?

The South Australian Welfare Rights Centre is an incorporated community organisation that provides free and independent information, advice and advocacy on social security law across the state.

The Welfare Rights Centre is partnered in their mission by state and commonwealth government grants, the South Australian legal fraternity, community organisations and volunteers. Services include:

- Provide a free community service that encourages the participation of welfare recipients gaining social justice
- Advocates for people who are disadvantaged by poverty, sickness, disability, homelessness and who may be entitled to a social security or other welfare benefit
- Assists and encourages government and non-government services to help persons in need of social security and other welfare services
- Facilitates legal advice and representation for people using homelessness services

The Housing Legal Clinic

The Housing Legal Clinic (HLC) provides free legal advice to people who are homeless, at risk of homelessness and low income earners. Clients are able to make appointments at the various services listed below, appointments are usually 15 minutes and the advice is from lawyers from various firms in Adelaide. Clinics are located at:

The Magdalene Centre

42 Carrington Street, Adelaide

Phone: 8305 9389

Tuesdays (1.00pm – 3.00pm)

NewRoads, Uniting Communities

16 Pitt Street, Adelaide

Phone: 8202 5690

Wednesdays (10.00am – 12.00pm)

Hutt Street Centre

258 Hutt Street, Adelaide

Phone: 8418 2500

Mondays (10.00am – 12.00pm)

Uniting Care Wesley Bowden – Inner Southern Homelessness Service

730 Marion Road, Marion

Phone: 8296 6455

Every second Thursday (5.00pm – 6.00pm)

Uniting Care Wesley Port Adelaide

58 Dale Street, Port Adelaide

Phone: 8440 2290

Every second Thursday (4.30pm – 6.00pm)

Service to Youth Council (HYPA) – Young people only

135 Currie Street, Adelaide

Phone: 1300 306 046

By appointment only

Clients living in rural or remote South Australia

Contact the local Uniting Care Wesley Country SA office or contact Welfare Rights Centre on 1800 246 287 or 8223 1338 to make an appointment.

Aboriginal Legal Rights Movement

What is the ALRM?

The Aboriginal Legal Rights Movement (ALRM) is an independent incorporated Aboriginal community organisation controlled by Board of Aboriginal members from Aboriginal communities in South Australia, representing both metropolitan and country areas. Appointments are made by the Board Appointment Committee as provided in the ALRM's Constitution.

Services

The service provision comes through its various sections: namely, Civil, Criminal, Aboriginal Visitors Scheme (AVS), Low Income Service Programme (LISP) and other programs.

Assistance is given only to people of Aboriginal descent and their dependents. There is now a means test, but no waiting list. Clients make contact by telephoning or attending one of ALRM's offices, where a field officer takes instructions and if necessary refers the matter to an ALRM solicitor.

The Movement also gives general advice to people on handling minor issues in situations involving the police, the courts or some other situation which does not require ALRM's attendance at court, for example, involvements in an accident, or converting fines to community service orders.

Contact the Aboriginal Legal Rights Movement Inc

Head Office – 321-325 King William Street, Adelaide
PH: 8113 3777, FX: 8211 7618, Free Call: 1800 643 222
Website: www.alrm.org.au Email: info@alrm.org.au

Murray Bridge – 27 Beatty Terrace, Telephone: 8532 4788
Ceduna – Corner East Terrace & Merghiny Drive, Telephone: 8625 2200
Port Augusta – 12 Church Street, Telephone: 8642 4366
Port Lincoln – C/- PLACC, 30 Ravendale Road, Telephone: 8682 6677

Consumers Association of SA (Consumers SA)

What is Consumers SA?

Consumers SA is the consumers' voice in South Australia. It represents consumers' interest, encourages the dissemination of information on issues affecting consumers, provides a forum for discussion of those issues and lobbies on them to all levels of government.

The website www.consumerssa.com contains a number of valuable resources including:

- Consumers Voice Newsletters
- Consumer News & Articles
- Consumer Rights
- Consumer Resources
- Consumer Advice

Need help with your finances?

Anyone can find themselves in financial difficulty. You might lose your job, get sick, or your relationship might break down. You may simply not have enough money to make ends meet. If this happens to you, a financial counsellor can help. Financial Counsellors are free, independent, not-for-profit, confidential and impartial. They are experts at assisting people with financial and insurance problems.

SA Water

Consumers SA has a representative on the SA Water Residential Customers' Advisory Group (RCAG). Consumer SA's influence may be seen through our advice on their hardship programs and how they have distributed rebates to their customers. CSA has also offered advice on their consumer engagement programs and the RCAG's advice is often sought before consumer matters are placed before the board of SA Water.

The **SA Water Hardship Policy for Residential Customers** can be found on the SA Water website located at

https://www.sawater.com.au/_data/assets/file/0015/9141/hardshippolicyrescustomers.pdf

Institute of Community Directors Australia Policy Bank

These policies are free for any not-for-profit organisation to download and use, so long as it is for a non-commercial purpose and that the organisation is not paying a consultant to carry out this work.

Important Notes:

- You can't (or shouldn't) rely on these sample policies and procedures alone. They are designed as a starting point only – you will have to adapt them to your own organisation's needs and structures.
- Most of the sample policies provided here contain both policies and procedures (the policies provide guidance on standards for the organisation, while procedures provide instructions on how these standards are to be implemented). We recommend that policies be adopted at a board level, while procedures be developed and signed off by the organisation's head staff member (e.g. the CEO).
- In these policies we use the term 'Board' to cover Boards, Committees of Management, and whatever name you have for the body that has final authority in your organisation. Similarly, we use the term 'CEO' for Executive Directors, CEOs, and whoever runs your administration.

Tips for developing and using policies

Along with the rules and bylaws that govern their operations, not-for-profit organisations should also have a set of policy documents to help guide members, volunteers, the board and staff in their conduct and decision-making.

Policies establish in clear language what the organisation wants to achieve – and provide boundaries for how it wants to get there, helping to ensure consistency and accountability.

Some policies will be specific to the board (e.g. conflict of interest policy, attendance policy – falling under the heading of **governance policies**), others will have organisation-wide implications (e.g. ethics policy, diversity policy). The latter category includes **operational policies**, which will usually be overseen by management (if the organisation has staff).

Procedures are slightly different again. While policies focus on principles, procedures deal with the “how to” end of the equation.

Our Community recommends that policies be adopted at a board level, while procedures be developed and signed off by the organisation’s head staff member (e.g. the CEO). The sample policies follow this format.

The number and type of policies and procedures (and their contents) will differ from organisation to organisation, but some of the more common ones include:

- **Mission and vision** – detailing the purpose and directions of the organisation and what it hopes to achieve.
- **Ethics/conduct policy** – designed to set expectations for and guide the behaviour of board members, staff members and volunteers, including disciplinary measures for non-compliance.
- **Conflict of interest policy** – designed to provide guidelines for identifying and dealing with potential or real conflicts of interest.
- **Grievance policy** – outlining procedures for dealing with internal and/or external complaints.
- **Board self-evaluation policy** – detailing performance standards for the board and outlining measures for ensuring evaluation and improvement of performance.
- **Board-staff relationship policy** – outlining the various responsibilities of board and staff members.
- **Volunteer policy** – outlining how and under what circumstances volunteers can be recruited and their place within the organisation.
- **Financial management practices** – detailing minimum standards and practices for management and reporting of finances.
- **Accountability policy** – outlining standards for reporting of board information and to whom the board will be accountable.

For a full list of the policies and procedures available on this website go to:

<https://www.communitydirectors.com.au/icda/policybank/>

SACAT Fact Sheets and Guides

SACAT provide a number of Fact Sheets and Guides that Volunteer Member-Tenant Managed Organisations can access from their website. These include:

Housing & tenancies

- Enforcing a Tribunal order for eviction
- Guidelines for consent orders in SACAT
- Introduction to SACAT
- Providing documents for housing disputes
- Vary (or set aside) a previous Tribunal order or apply for internal review
- Requesting an adjournment or telephone attendance
- Homelessness support services
- Preparing for a hearing: domestic violence cases
- A guide for landlords about dealing with abandoned goods
- Rooming house agreements

Copies of these fact sheets can be found on the SACAT website located at

<http://www.sacat.sa.gov.au/resources-updates/fact-sheets-and-guides#Housing&tenancies>

Residential Tenancies

Forms and Fact Sheets

The sa.gov.au website is a great resource for housing co-operatives. Included in the website is the following Forms and Fact Sheets that relate to residential tenancies:

Starting a Tenancy

- Information to be provided to a tenant
- Property inspection sheet
- Lease agreement (fixed term & periodic)
- Charging for water

Managing a Tenancy

- Notice of rent increase
- Notice to tenant to remedy breach of agreement
- Request for repairs
- Right of entry

Bond Lodgement and Refund

- Bond Lodgement Form
- Bond Refund Form
- An example of a Complete Bond Refund Form

Miscellaneous Forms & Fact Sheets

- Notice of Rent Increase
- Request for Repairs
- Information Brochure about Tenant and Landlord Responsibilities

To access these forms and fact sheets go to <https://www.sa.gov.au/topics/housing/renting-and-letting/renting-privately/forms-and-fact-sheets-for-private-rental-tenancies>

CHCSA Resources

The Community Housing Council of SA has purchased a number of books that are available to borrow at no cost for CHCSA members. These books have been purchased from the Our Community website and titles include:

Making Meetings Work

Conquering the challenges and getting great results

The Board Doctor

Expert Diagnosis for Board & Committee Ills

Surviving & Thriving as a Safe, Effective Board Member

The essential facts you need to know before, during and after joining a community organisation board

Simple Secrets of Successful Community Groups (Volume 1)

Over 400 tips on running a successful community group

Simple Secrets of Successful Community Groups (Volume 2)

Another 400 tips on running a successful community group

Transforming Community Boards & Committees

From Hell to Heaven

The Minutes Handbook

A Complete Guide for Not-for-profit Boards

Effective Letters

50 of the Best – Model letters to help community organisations fundraise, connect, lobby, organise & influence

To borrow any of these titles for your organisation please contact Tania Driver at the Community Housing Council of SA on 8362 1022 or info@chcsa.org.au