

# Proposed Guiding Principles in the Delivery of the Housing Authority's Key Provider Strategy

The purpose of this document is to provide a general framework around which the tripartite relationship between the Housing Authority, Key Providers, and other Community Housing Providers will operate under the Key Provider Strategy.

These guiding principles are designed to complement any individual Service Agreement, Memorandum of Understanding, or Contract that may be entered into between each entity, rather than to take the place of such agreements.

The principles are premised upon the basis of respect, recognition of each organisation as an individual entity, and the requirement to strive always for quality client outcomes.

For the purposes of these guidelines the term “partnership” is defined as:

“A relationship between individuals or groups that is characterized by mutual cooperation and responsibility, as for the achievement of a specified goal”

## Key Principles:

- The implementation of the Key Provider Strategy is considered to be the development of a relationship between partners whose primary objective is quality tenant and client outcomes through affordable housing provision;
- A spirit of cooperation and consultation must underpin the implementation of the Key Provider Strategy;
- Each party seeks to work in partnership with the other to achieve workable, quality tenant outcomes;
- All parties involved in Key Provider discussions and negotiations recognise that each is an individual entity;
- Each party respects the requirements of any Service Agreement, Memorandum of Understanding, or Contract they enter into with each other;
- The Key Provider Strategy remains flexible, recognising that in some circumstances the separation of property management and support services functions may not be in the best interests of the key provider, community housing provider or the tenant;
- The Key Provider Strategy recognises that diversity and choice within the community housing sector should be maintained;
- The Housing Authority provides consistent, clear, fair and equitable direction in relation to development and implementation of the Key Provider Strategy;
- Changes to the Key Provider Strategy by the Housing Authority will be transparent;
- The Community Housing Sector will be consulted regarding future changes to the Key Provider Strategy.

(NB: Before these guidelines can be endorsed a clear definition of the structure of the Key Provider Strategy will need to be provided to the Community Housing Sector, addressing the queries raised by the Sector at the Recent Key Provider Forum held by the Community Housing Coalition of WA. These are provided in a separate attachment to these proposed Guidelines.)

Note: A key component of these guidelines will be the development of a transparent and effective communication and implementation process developed by the Department of Housing and Works, in consultation with the Community Housing Sector. These would form part of a set of protocols to underpin the interrelationship of the tripartite group.