

Social housing complaint handling – progress report



The Department

Appoint onsite managers at key tenancies	In progress
Improve advice to renters making complaints	In progress
Record and monitor local housing office phone calls	In progress
Upskill and recruit complaint-taking staff	In progress
Review complaint processes	Implemented
Improve approach to serious anti-social behaviours	In progress



The Housing Registrar

Develop Best Practice Guidelines for community housing complaints	In progress
Strengthen Performance Standards	Not started
Develop model complaint policy	Implemented
Explore further analysis and public reporting of complaints	In progress



The Victorian Government

Fund advocacy services for social housing renters	Not started
Clarify Ombudsman’s jurisdiction to handle community housing complaints	Not started
Amend Charter of Human Rights Act to include all community housing providers	Not started
Consider including right to housing in Charter of Human Rights Act	Not started
Extend Freedom of Information legislation to cover community housing providers	Not started
Adopt new two-tiered social housing complaint model	Not started
Create and fund new Social Housing Ombudsman function	Not started

Source: Victorian Ombudsman, based on Minister for Housing, Department and Housing Registrar responses