



8.1 Guarantee of Service

General principles

St George Community Housing Limited is committed to:

- Ensuring equitable access to all interested people seeking Affordable Housing.
- Ensuring an individual's rights will not be discriminated against on the grounds of ethnicity, gender, marital status, physical or intellectual disabilities, and sexual preference as per the *Anti Discrimination Act 1977*.
- Ensuring full compliance with the [*Privacy Act 1988* (Cwlth) and/or *Privacy and Personal Information Act 1998*].
- Providing secure, affordable, appropriate and safe housing to tenants of SGCH.
- Conducting regular reviews of policies and procedures, organisational structure and management information systems for quality service provision.
- Ensuring policies and procedures are transparent and understood by applicants and tenants.
- Adopting the code of practice in the community housing sector and abiding by all applicable legislation.
- Ensuring all employees adhere to the policies and procedures of the organisation.
- Operating as a not-for-profit organisation accountable to applicants, tenants, the community and funding agencies.
- Working in and with the wider housing and welfare sectors to promote and improve the quality of service provision of social housing, especially the linkages with support services via the all government and community working approach.