

4.3 Access to files



Preamble

Women's Housing Company (WHC) is a community housing association as part of the social housing system in NSW. WHC provides long term housing for single women and medium term housing through support partnerships.

Applicant / Tenant rights are enshrined as part of the WHC Rights Charter. Access to files is considered an integral right of any service user.

POLICY

Tenants have the right to access their tenant files for viewing and to receive a copy of their file.

Requests have to be made in writing.

PROCEDURE

After receiving a written request by an applicant / tenant to view or obtain a copy of their file, a delegated WHC worker will remove any third person information from the file.

The applicant / tenant can view the file in the presence of a worker, after fourteen days of the written request at the WHC office.

Copies of the applicant / tenant files to tenants or applicants may be collected within fourteen days of such written request. Copies of files will be handed over in person at the WHC office to ensure privacy is guaranteed.

Copies of files may be handed to an authorised person at the office as long as a written authority form is presented and the authorised person can identify themselves with photo identification confirming the details for authority.

Date developed: 2000

Date/s policy was ratified and/or changed by Board: 31/1/05; 28/8/07

Note: Procedures are designed to guide the implementation of a policy and will be updated on a regular basis as part of ongoing best practice service improvement.