

# External Complaint Handling Policy (New Zealand)

## 1. Purpose

Home in Place (New Zealand) Limited (Home in Place NZ) recognises the importance and value of listening and responding to concerns and complaints and are committed to achieving the highest standard we can in every area of our work and continuous improvement. This applies especially to delivery of services, seeking donations and accountability to stakeholders generally.

HOME in PLACE NZ is a socially regenerative landlord and together with a large network of partners provides housing and support to individuals, families and vulnerable people including people who are homeless or at risk of homelessness, people on very low, low and moderate incomes, people with disability and people with complex and specialist support needs.

HOME in PLACE NZ recognises the importance and value of listening and responding to concerns and complaints and are committed to achieving the highest standard in every area of our work and continuous improvement. This applies - especially to delivery of services, seeking donations and accountability to stakeholders generally.

HOME in PLACE NZ is committed to providing fair and just review of its services and decisions to tenants, applicants, residents, families, carers, partners, workers and other stakeholders, by ensuring that complaints are addressed effectively, promptly and fairly. Receiving concerns and complaints is one of the most important ways of identifying continuous improvement opportunities to improve our service delivery.

HOME in PLACE NZ makes clear the value placed on receiving concerns and complaints in all relevant communications, advises how a copy of this policy may be obtained and provides clear information on how complaints may be made.

This policy outlines Home in Place NZ's commitment to the provision of a system for managing client and stakeholder complaints and how we will deal with complaints from clients and stakeholders about our service delivery.

## 2. Scope

Clients of Home in Place NZ include applicants of housing assistance seeking services from Home in Place NZ, or tenancies managed by Home in Place NZ.

External Parties to the organisation seeking to provide feedback about Home in Place NZ's service delivery (for example – Landlords, Members of Local Parliament, representatives from Regional Local Councils, local tenant's protection and local support agencies and representative bodies etc).

This policy is intended to apply to any complaint, regardless of who makes it with the following exceptions which have separate procedures:

- Neighbourhood disputes and difficulties, including accusations of anti-social behaviour, are covered by Home in Place [POL-8025-04 Management of Antisocial Behaviour Policy \(NZ\)](#) & Home in Place [PROC-8006 Management of Antisocial Behaviour Procedure \(NZ\)](#)
- Complaints and grievances by Home in Place' Workers against other Home in Place Workers are dealt with in Home in Place [POL-028 Workplace Relations Policy Manual](#) ("Grievance Policy ref P38").
- Complaints involving allegations of fraud, corruption, misconduct and financial wrongdoing are managed in accordance with Home in Place [POL-8013 Fraud and Corruption Policy \(NZ\)](#), Home in Place [POL-005-06 Financial Wrongdoing Policy](#)) and Home in Place [PROC-033 Investigation Procedure](#).
- Complaints received from the Community Housing Regulatory Authority (CHRA NZ) are managed in accordance with section 3 of this Policy (Policy Statement, CHRA NZ Complaints)
- Appeals about decisions made by Home in Place which are dealt with in Home in Place Internal Review and [POL-8001 Appeals Policy \(NZ\)](#)

Anonymous complaints can be lodged, recorded and investigated however, Home in Place NZ's ability to investigate and act on anonymous complaints may be limited.

The process for handling child complaints may be generally managed in accordance with this policy however refer to Home in Place [POL-003-02 Child Safeguarding Policy](#) and Home in Place [PROC-012-02 Child Friendly Complaint Handling Procedure](#) for additional requirements for managing child complaints.

### 3. Policy Statement

Effective complaints management is fundamental to the provision of quality service and is one of the most important ways for obtaining feedback from clients and stakeholders, resolving disputes, learning what is required to improve our work and reforming policies and procedures.

HOME in PLACE NZ Complaints handling process is managed by the Executive Manager of Group Executive Services (GES) and administered by the GES Complaints Officer.

HOME in PLACE NZ is committed to effectively handling complaints promptly and professionally. This includes anonymous complaints.

A complaints-handling process should be easily accessible to all complainants including:

- Provision of readily accessible information about the process;
- Flexibility in the methods of making complaints; and
- Special arrangement and/or support should be made available for complainants with specific needs (including availability of interpreters and cross-culturally trained staff and advocates/support persons).

Home in Place NZ will ensure that:

- complaints will be treated seriously and assessed in a timely manner in accordance with HOME in PLACE NZ [PROC-8012 External Complaint Handling Procedure \(NZ\)](#)
- the level of investigation will be commensurate with the seriousness, frequency and consequences of a complaint
- attempts will be made to resolve complaints within the local area in which they originate, to the greatest extent practical,
- as part of our active tenancy management plan Home in Place will manage tenants and stakeholders to encourage feedback, compliments and complaints so that they can be addressed in a timely manner and proactively de-escalating issues to reduce the amount of escalated complaints; and
- adopt a child-friendly approach to receive and deal with complaints from children. Refer HOME in PLACE [PROC-012-02 Child Friendly Complaint Handling Procedure](#)

## Principals

Home in Place NZ adopt the following principles for receiving and managing complaints:

<b>Visibility</b>	Information about how and where to complain is published on <a href="#">Home in Place NZ website</a> and communicated to tenant and applicants as part of the sign-up process through Home in Place NZ tenant handbook and tenant newsletters.
<b>Accessibility</b>	All stakeholders may lodge complaints through the online form on the complaints and appeals page of <a href="#">Home in Place NZ website</a> or by email to <a href="mailto:complimentsandcomplaints@homeinplace.org">complimentsandcomplaints@homeinplace.org</a>
<b>Customer- focussed approach</b>	Home in Place NZ will have a customer-focused approach and will be open to feedback including complaints and will demonstrate a commitment to resolving complaints.
<b>Accountability</b>	All employees accept responsibility for effective complaints handling.  The responsible officer will ensure that, where appropriate, issues raised in the complaints-handling process are reflected in reporting.
<b>Continual Improvement</b>	Data and information provided from the complaint-handling process will be used by Home in Place NZ in our commitment to continuous improvement and the quality of the provision of our services.

### *Responsiveness*

- Each complaint will be responded to in a timely manner.
- Complaints will be addressed promptly in accordance with their urgency.
- Complainants are to be treated courteously and be kept informed of the progress of their complaint through the complaints-handling process.

### *Objectivity*

Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints-handling process.

## *Confidentiality*

Personally identifiable information concerning the complainant will be made available where needed, but only for the purposes of addressing the complaint within the organisation and will be actively protected from disclosure, unless the customer or complainant expressly consents to its disclosure.

Home in Place NZ makes clear the value we place on receiving concerns and complaints in all relevant communications, advises how a copy of this policy may be obtained and provides clear information on how complaints may be made.

## **Complaints HOME in PLACE NZ will not Action**

HOME in PLACE NZ will not accept complaints about matters already dealt with or currently being dealt with by another third-party agency, court or tribunal; matters that are impractical to investigate; or matters that appear to be frivolous, vexatious, misconceived or lacking in substance.

## *Frivolous or Vexatious Complaints*

For the purpose of this Policy, frivolous or vexatious complaints are defined as complaints that have no reasonable or sound basis in fact, are without merit, and/or have been made with the intention of harassing and/or discrediting Home in Place NZ, a Home in Place NZ tenant or Home in Place NZ worker and have no reasonable prospect of reaching a mutually agreeable resolution.

Home in Place NZ maintains a zero-tolerance stance on aggressive / abusive / derogatory behaviour towards any member of staff. Home in Place NZ understand that, at times, complainants may be emotionally driven.

Home in Place NZ employees will, in the first instance, work with the complaint to de-escalate a situation however if the complainant displays behaviour with the potential to cause harm, the Home in Place NZ is within their rights to terminate the interaction and not accept or register the complaint. For more details on dealing with difficult and challenging behaviour, refer to [POL-020 Dealing with Difficult and Challenging Behaviours Policy](#).

Complaints that are identified as being frivolous or vexatious or contain abusive/aggressive/derogatory behaviour towards any member of staff, will not be registered, investigated or progressed. Home in Place NZ will acknowledge receipt of the correspondence and advise the complainant of Home in Place NZ's rights and responsibilities in accordance with company policy and procedure

## *Matters already dealt with by Home in Place*

If a complainant would like to request a review or appeal a decision made by HOME in PLACE NZ, please refer to HOME in PLACE NZ [POL-8001 Appeals Policy \(NZ\)](#) for how to lodge a request for an internal review.

## *CHRA NZ Complaints*

From time to time the Community Housing Regulatory Authority NZ (CHRA NZ) may receive complaints and allegations relating to dissatisfaction with HOME in PLACE NZ's compliance with the Public and

Community Housing Management Act and Public and Community Housing (Community Housing Provider) Regulations.

These complaints are acknowledged, investigated and responded to by the Executive Manager Registration and Compliance as delegated by the Group Managing Director. When a complaint from CHRA NZ is received it is lodged in Tickit HOME in PLACE online system for compliance, incident and risk management.

Refer to HOME in PLACE NZ [PROC-8012 Complaints Handling Procedure](#) (CHRA NZ Complaint)

## Complaints

If a client is dissatisfied with way services are delivered by Home in Place NZ, Home in Place NZ will manage this as a complaint and respond promptly, if a response or resolution is expected by the client. Home in Place NZ will respond promptly to complaints about its service delivery. In general, Home in Place NZ will acknowledge, investigate and respond to all complaints within fifteen (15) working days. However, any complaint that is made about a privacy issue will be completed within sixty (60) days. If Home in Place NZ is unable to resolve a complaint within such time, the complainant will be informed of the delay.

Suggestions for improvement or complaints will be directed to the Executive Manager of the section of Home in Place NZ that is responsible for responding to the issue.

If the complaint is about a member of staff, it will be investigated by a more senior officer than the person being complained about. The identity of the person making the complaint will be kept confidential.

Clients will be kept informed about the progress of their complaint and will be advised of the outcome in writing.

Home in Place NZ will not treat people differently because they have made a comment or complaint.

### *Privacy Complaints*

The Group Chief Legal Officer is appointed as HOME in PLACE Privacy Officer.

Privacy complaints are lodged via Tickit and referred to the Group Chief Legal Officer for investigation and action in accordance with HOME in PLACE NZ [POL-8019 Privacy Policy \(NZ\)](#) and HOME in PLACE [POL-036 ICT Breach Management Policy](#).

## *Complaints including allegations of fraud, corruption, misconduct and/or financial wrongdoing*

The Group Chief Legal Officer is appointed as the HOME in PLACE Fraud Officer.

Complaints including allegations of fraud, corruption, misconduct and/or financial wrongdoing are required to be lodged via an incident form in Tickit and referred to the Group Chief Legal Officer for triage and action in accordance with HOME in PLACE NZ [POL-8013 Fraud and Corruption Policy \(NZ\)](#), HOME in PLACE [POL-005-06 Financial Wrongdoing Policy](#) and HOME in PLACE [PROC-033 Investigation Procedure](#). The person responsible for managing the complaint is responsible for lodging the incident form.

If the complaint is from an Eligible Whistleblower refer to HOME in PLACE NZ [POL-8034 Whistle Blower Policy \(NZ\)](#) for whistle blower protections and provisions that apply to the complaint investigation.

### *Complaints from Children*

HOME in PLACE has in place a child-friendly complaint handling process that include access to support from appropriate children support agencies and/or a person who has received training in working with children or equivalent. Refer to HOME in PLACE [POL-003-02 Child Safeguarding Policy](#) and HOME in PLACE [PROC-012-02 Child Friendly Complaint Handling Procedure](#) for additional requirements for managing child complaints.

The Group Chief Strategic Engagement Officer is appointed as HOME in PLACE Child Protection Incident Reporting Focal Officer who is responsible for overseeing all child complaint handling processes.

## **Operation of Complaints-Handling Process**

### *Contact for Complaints*

Any person in New Zealand or from countries where work is being conducted by HOME in PLACE NZ representative, may raise concerns or complaints about HOME in PLACE NZ discretely and confidentially.

Complaints about HOME in PLACE NZ workers, associates and partners carrying out business on behalf of HOME in PLACE NZ should be marked confidential and can be made by email to the Complaints Officer at [complimentsandcomplaints@homeinplace.org](mailto:complimentsandcomplaints@homeinplace.org) or Executive Manager GES at [GESAdmin@homeinplace.org](mailto:GESAdmin@homeinplace.org) or posted to:

Attn: Home in Place Complaints Officer  
P O Box 58, WICKHAM NSW  
**AUSTRALIA 2293**

The complainant will receive an acknowledgement/letter of receipt (inclusive of a reference number). Example of text for inclusion in acknowledgement/letter of receipt letter:

*“Should you need to contact us again, please call 0800 124 663 speak to one of our Customer Service Officers (quoting the reference number) alternatively you can email [complimentsandcomplaints@homeinplace.org](mailto:complimentsandcomplaints@homeinplace.org)”*

## *Communication*

- Information concerning the complaints-handling process, such as newsletters, policies and procedures, website and pamphlets should be made readily available to clients, complainants and other interested parties. Such information should be provided in clear language and, so far as is reasonable, in formats accessible to all, so that no complainants are disadvantaged.
- The following are examples of such information;
  - Where complaints can be made;
  - How complaints can be made;
  - Information to be provided by the complainant;
  - The process for handling complaints;
  - Time periods associated with various stages in the process;
  - The complainant's options for remedy, including external means; and
  - How the complainant can obtain feedback on the status of the complaint.

## *Receipt of complaint*

Upon reporting of the initial complaint, the complaint should be recorded with supporting information in Home in Place NZ's electronic record system (Greentree). The record of the initial complaint should identify the remedy sought by the complainant and any other information necessary for the effective handling of the complaint.

## *Tracking of complaint*

- The complaint should be tracked in Greentree from initial receipt through the entire process until the complainant is satisfied or the final decision is made.
- An up-to-date status should be made available to the complainant should they request as well as management.

## *Acknowledgement of complaint*

Written correspondence acknowledging the receipt of each complaint should be sent to the complainant as soon as practicable.

## *Initial assessment of complaint*

After receipt, each complaint should be initially assessed in terms of criteria such as severity, safety implication, complexity, impact, and the need and possibility of immediate action.

## *Investigation of complaints*

- Every reasonable effort should be made to investigate all the relevant circumstances and information surrounding a complaint. The level of investigation should be commensurate with the seriousness, frequency of occurrence and severity of the complaint.
- All complaints will be investigated as follows:
  - Where a complaint is made against and/or involves the General Manager (GM), the Chairperson of Home in Place NZ's Board of Directors is the proper officer to handle the complaint.
  - Where a complaint is made against and/or involves a Board Director, the Chairperson of the Board of Directors is the proper officer to handle the complaint.



- Where a complaint is made against and/or involves the Board's Chairperson, the Vice-President of the Board of Directors is the proper officer to handle the complaint.
- If the complaint is about a member of staff, it will be investigated by a more senior officer than the person being complained about.
- Complaints will be reviewed independently and will consider all information available at the time of the complaint.

### *Response to complaints*

Following an appropriate investigation, Home in Place NZ should offer a response, for example correct the problem and prevent it happening in the future. If the complaint cannot be immediately resolved, then it should be dealt with in a manner intended to lead to its effective resolution as soon as possible.

### *Communicating the decision*

- The decision or any action taken regarding the complaint, which is relevant to the complainant or to the personnel involved, should be communicated to them as soon as the decision or action is taken in writing.
- Home in Place NZ will respond promptly to complaints. In general, Home in Place NZ will investigate and respond to all complaints within fifteen (15) working days.
- Once the investigation is completed, the client will be formally advised. The response will explain the reason(s) for any decision.

### *Closing the complaint*

- The complaint will be closed once the decision has been communicated to the complainant. A written advice will be sent to the complainant.
- Those complaints which are appealable decisions will be provided with information about Home in Place NZ's Internal Appeals process. Please refer to Home in Place NZ's [POL-8001 Appeals Policy \(NZ\)](#)
- for more information.

### *Collection of Information*

Home in Place NZ reports and records the performance of its complaints-handling process. Home in Place NZ has established procedures for recording complaints and responses and for using these records and managing them, while protecting any personal information and ensuring the confidentiality of complainants.

### *Analysis and evaluation of complaints*

All complaints should be classified and then analysed to identify systematic, recurring and single incident problems and trends, and to help eliminate the underlying causes of complaints.

## **Satisfaction with the complaints handling process**

There should be regular action taken to determine the levels of satisfaction of complainants with the complaints-handling process. This may take the form of random surveys of complainants and other techniques.



## Monitoring of the complaints handling process

- Continual monitoring of the complaints handling process, the resources required (including personnel) and the data to be collected should be undertaken.
- The performance of the complaints-handling process should be regularly reviewed.

## Auditing of the complaints handling process

- Home in Place NZ will regularly perform internal/external audits in order to evaluate the performance of the complaints-handling process. The audit should provide information on:
- Process conformity to complaints handling procedures, and;
- Process suitability to achieve complaints handling objectives.
- The complaints handling audit may be conducted as part of the community housing sector’s independent third party accreditation audit against the “Best Practice Guide” for Community Housing in Aotearoa NZ ([Fourth Edition- April 2011](#)), Community Housing Aotearoa (CHA) and the quality management system audit under [ISO 9001:2008](#). The audit results should be taken into account in the management review to identify problems and introduce improvements in the complaints-handling process. The audit should be carried out by competent individuals independent of the activity being audited.

## Continual improvement

- Home in Place NZ is committed to continually improve the effectiveness and efficiency of the complaints-handling process. As a result, Home in Place NZ will continually improve the quality of its services. This can be achieved through corrective and preventive actions and innovative improvements.
- Home in Place NZ will take action to eliminate the causes of existing and potential problems leading to complaints in order to prevent recurrence and occurrence, respectively. In Home in Place NZ’s commitment to continuous improvement we will;
- Explore, identify and apply best practices in complaints handling;
- Foster a customer-focused approach within the organisation;
- Encourage innovation in complaints-handling development, and
- Recognise exemplary complaints-handling behaviour.

## 4. Responsibilities

All Home in Place workers have an obligation to:

- familiarise themselves with and ensure they have a clear understanding of Home in Place policies and procedures,
- observe and implement such policies, and associated procedures in delivering services to Home in Place clients,
- inform Home in Place’s clients of the impact of this policy on them and assist them to understand their rights and obligations, as required,
- identify issues that require amendment to this policy document and complete the relevant documentation to propose any amendments, and
- report breaches of Home in Place’s policies or procedures.

The relevant Group Executive Manager is ultimately responsible to:

- ensure all stakeholders within their area of responsibility are informed about Home in Place Policies and Procedures,
- ensure appropriate processes and controls are implemented to enable the correct application of and adherence to relevant policies and procedures, and
- ensure appropriate processes and controls are implemented to enable breaches of approved Home in Place's Policy and Procedures to be reported and managed.

## 5. Implementation and Review

This policy is listed on Home in Place's Controlled Documents Register and is a controlled document requiring approval of any changes. It may not be amended or shared outside Home in Place without approval. The policy is reviewed regularly and published on Home in Place's SharePoint intranet once approved. Employees receive communications and training on new and reviewed policies and procedures.

Home in Place complies with relevant contractual compliance obligations and jurisdictional laws and regulations when implementing this policy. Confirmation of internal compliance with this policy is undertaken regularly.

It is the responsibility of Home in Place Group Executive Services ([GESAdmin@homeinplace.org](mailto:GESAdmin@homeinplace.org)) to maintain and update the Home in Place's Master Policy Document, Policy Directory and the Policy Review Register, administer the review and approval process and inform and distribute new and amended policies and procedures once approved (refer PROC-011 Policy and Procedure Development Approval).

Home in Place Workers should refer to [SharePoint Company Documents Policy and Procedure site](#) for the latest version which takes precedent over any uncontrolled version. If this document is printed, downloaded, or saved elsewhere from this site it becomes an uncontrolled version.

For further information contact the Responsible Officer listed under Document Information.

## 6. Resources and related documents

### *Related documents*

- [PROC-8012 External Complaint Handling Procedure \(NZ\)](#)
- [POL-8025-04 Management of Antisocial Behaviour Policy \(NZ\)](#)
- [PROC-8006 Management of Antisocial Behaviour Procedure \(NZ\)](#)
- [POL-028 Workplace Relations Policy Manual](#)
- [POL-8013 Fraud and Corruption Policy \(NZ\)](#)
- [POL-005-06 Financial Wrongdoing Policy](#)
- [PROC-033 Investigation Procedure](#)
- [POL-8001 Appeals Policy \(NZ\)](#)
- [POL-003-02 Child Safeguarding Policy](#)
- [PROC-012-02 Child Friendly Complaint Handling Procedure](#)
- [POL-003-03 Safeguarding People with A Disability Policy](#)
- [POL-020 Dealing with Difficult and Challenging Behaviours Policy](#)
- [POL-8019 Privacy Policy \(NZ\)](#)
- [POL-036 ICT Breach Management Policy](#)

### *Related legislation/standards*

- [Best Practice Guide for Community Housing in Aotearoa NZ \(Fourth Edition- April 2011\)](#)  
Community Housing Aotearoa (CHA)
  - Standard 6.6 – Complaints and Appeals
- NZS [10002:2014](#)- Guidelines for Complaint management in organisations.
- [NZ Office of the Ombudsman’s Guides to effective complaint handling](#)
- [Social Housing Reform \(Housing Restructuring and Tenancy Matters Amendment\) Act 2013](#)
- [Housing Restructuring and Tenancy Matters \(Community Housing Provider\) Regulations 2014](#)
- [Residential Tenancies Act 1986](#)
- [Public and Community Housing Management Act 1992](#)
- [Public and Community Housing \(Community Housing Provider\) Regulations 2014](#)

## 7. Definitions

Please refer to Home in Place Glossary of Definitions for Policies and Procedures. Terms and definitions identified below are specific to this procedure and are critical to its effectiveness:

Term	Definition
<b>Appeals</b>	A Community housing appeal is defined as ‘any expression of dissatisfaction with a decision made by a social housing provider to provide or not provide a service (such as housing, transfer or priority on the housing register) or, a decision relating to a tenant or service user’s dissatisfaction of a decision made by the organisation.’ An application for a decision to be reversed or overturned. Includes but is not limited to: • Allocation decisions; • Level of rent or rent subsidy; • Eligibility for a housing transfer; • Permission to undertake modifications; • Permission to keep pets; • Calculation of water charges;
<b>Client</b>	A person seeking professional support/service from Home in Place Housing Services
<b>Compass</b>	Compass Housing Services Co. Ltd. Trading as Home in Place and includes its related body corporate (as defined by section 9 of the <i>Corporations Act 2001</i> (Cth)) and as a charity with the <a href="#">Australian Charities and Not-for-profit Commission (ACNC)</a> .
<b>Complainant</b>	Person with a Complaint ongoing with Home in Place.
<b>Complaints</b>	An expression of dissatisfaction with an aspect of the services provided by [Organisation], where the complainant is unhappy with the standard or type of service. Types of Complaint include: <ul style="list-style-type: none"> <li>• Where Home in Place have failed to provide or there has been a delay or problem in providing a service;</li> <li>• Where Home in Place have failed to follow or have been unfair or inconsistent in applying our policies or procedures.</li> <li>• Where Home in Place have failed to keep Tenants informed, through lack of or insufficient information</li> <li>• Where there has been inappropriate behaviour or attitude from a Home in Place Employee or contractor.</li> </ul>
<b>Compliment</b>	A compliment is an expression of satisfaction about Home in Place NZ’s staff, services or contractors on a specific occasion or relating to a particular matter. However, a compliment may also be in relation to a general feeling of satisfaction with Home in Place NZ due to the service you have received over a period of time.  Compliments provide relevant workplace examples that can be used in Home in Place NZ’s client service training.
<b>Customer Satisfaction</b>	A Customer’s perception of the degree to which the customer’s requirements have been fulfilled
<b>Director</b>	Has the same meaning as defined in the <a href="#">Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary</a> in Australia and as defined in the <a href="#">Companies Act 1992 Part 1 Section 2 Interpretation</a> .
<b>Disputes</b>	Relate to wide neighbourhood issues, such as difficulties with neighbours or accusations of antisocial behaviour. Often, these are areas that Home in Place NZ does not have direct control over, which is why it is covered under Dealing with Anti-Social Behaviour Procedure
<b>Employee</b>	A person engaged under an employment agreement or award by any company in the Home in Place Group.

Term	Definition
<b>Executive Manager</b>	Many positions within Home in Place include the title “Executive Manager”. Regardless of whether an Executive Manager heads a Business Unit, the delegated authority of each Executive Manager depends on the functions and reporting relationship of the Business Unit for which the Executive Manager is responsible. Executive Managers should refer to the document Home in Place Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold.
<b>Home in Place</b>	Compass Housing Services Co. Ltd. Trading as Home in Place and includes its related body corporate (as defined by section 9 of the <i>Corporations Act 2001</i> (Cth)). This includes Compass Housing Services Co (Queensland) Ltd Trading as Home in Place and Compass Housing Services Co (Victoria) Ltd Trading as Home in Place both of which are a wholly owned subsidiary of Compass registered in Australia.
<b>Home in Place (New Zealand)</b>	HOME IN PLACE (NEW ZEALAND) LIMITED (formerly Compass Housing Services (NZ) Co Ltd) is registered in New Zealand under the Companies Act and as a charity registered with Charities NZ under the Charities Act
<b>Home in Place Group</b>	The corporate structure that includes Home in Place (as the Parent Company) and the boards of Subsidiary Companies, Governance Committees and advisory groups as created from time to time.
<b>Independent contractor</b>	means a party engaged directly by Home in Place pursuant to a contract for services. In the context of workforce engagements, this includes sole traders, companies, or partnerships with whom Home in Place enters into an agreement for the provision of specified individuals to supply specific skills, services, or consultancy arrangements. It does not include individuals engaged through labour hire agencies. Independent contractors are not employees of Home in Place.
<b>Officer</b>	Has the same meaning as defined in the <a href="#">Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary</a> in Australia and as defined in the <a href="#">Companies Act 1992 Part 1 Section 2 Interpretation</a> in New Zealand
<b>Parent Board</b>	The current directors of Home in Place.
<b>Parent Company</b>	Home in Place
<b>Stakeholder</b>	person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity, may also be called ‘interested party’.
<b>Subsidiary Boards</b>	The appointed board of directors of a Subsidiary Company.
<b>Subsidiary Company</b>	A company in which Home in Place owns all or at least a majority of the shares.
<b>Suggestion for Improvement</b>	Suggestions about services provided by Home in Place NZ and how these may be improved.
<b>User</b>	any person or entity that use Home in Place Information or ICT Assets.
<b>Worker (Home in Place)</b>	has the same meaning as defined in the <a href="#">NSW Work Health and Safety Act 2011 No 10 Subdivision 2 Part 7 Meaning of ‘worker’ (1)</a> A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as: <ul style="list-style-type: none"> <li>• an employee, or</li> <li>• an independent contractor or subcontractor, or</li> <li>• an employee of a contractor or subcontractor, or</li> <li>• an employee of a labour hire company who has been assigned to work in the person’s business or undertaking, or</li> </ul>

Term	Definition
	<ul style="list-style-type: none"><li>• an outworker, or</li><li>• an apprentice or trainee, or</li><li>• a student gaining work experience, or</li><li>• a volunteer, or</li><li>• a person of a prescribed class.</li></ul>

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