



**Faith
Housing
Alliance**

Members Handbook

2022

FHA.org.au



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WELCOME

A very warm welcome to the membership community of the Faith Housing Alliance (FHA).

FHA is the NSW State government peak body in the social sector, for the faith housing sector.

We are glad to have you on board the journey of 'faith in action' to provide housing for all. This handbook provides information on what it means to be part of FHA's membership community and what you can expect from it.

Just as housing is essential for human flourishing, the word 'community' is central to the human experience. Being part of an engaging community gives us a sense of belonging and psychologists tell us that having a sense of belonging is central to wellbeing.

The FHA membership community is a space where you can enjoy a sense of commonality – united with other individuals and organisations for a common cause and purpose. You can learn from one another professionally through shared knowledge and experience, identify opportunities for collaboration and partnership. The FHA membership community supports best practice design, quality and placemaking; creative faith informed partnerships and funding models; and community building, housing and homelessness services.

We believe the faith-based sector has an important role to play in helping communities of faith to be part of the solution to the housing need in Australia. Through our work together we are helping to play a leading role in meeting the need for every person to have safe, secure, affordable housing.

As we work together, the stronger our advocacy is and the stronger our influence in shaping a better future for the common good.

Welcome,

Rose Thomson

CEO

Faith Housing Alliance



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WHY JOIN OUR MEMBERSHIP COMMUNITY?

Working with our community of members, FHA aims to build a common understanding of how a faith-informed approach to the provision of housing brings a valuable point of difference to those we serve. This understanding has the potential to inform the housing sector as a whole and to further strengthen the communities it serves. Membership into FHA is being part of bringing meaningful change in order to provide safe, healthy, secure and affordable housing for all.

2.1. Membership Community Values

We believe in these values as a lived expression in our membership community:

- **Social Justice** - pursuing what is fair, equitable and inclusive, considering the rights and aspirations of others;
- **Compassion** - responding with grace, kindness, and concern, to serve and help others;
- **Respect** - believing in the richness of diversity, and the right of the individual to be heard and treated with dignity;
- **Integrity** - being honest, transparent, reliable, and accountable; and
- **Partnership** - fostering respectful and inclusive collaboration.

2.2. Membership Benefits

Our members enjoy a variety of benefits that come with being part of our community. Some of these are:

- 2.2.1. Networking with other faith-based Community Housing Providers (CHP's);
- 2.2.2. Information-sharing and knowledge exchange, with other organisations such as CHP's, social sector organisations, and community-driven service organisations;
- 2.2.3. Opportunities for creative partnerships with other faith-based organisations and housing providers;
- 2.2.4. Discounts in Community Housing Provider Registration consultation work; and
- 2.2.5. Membership Rates for the FHA Program of Events.



2.3. Membership Services

FHA also provides services, some at a discounted cost, to members who want to access them. We are happy to talk about your organisation's current needs and plans and craft a tailored strategy that FHA can start for you. These services include:

- 2.3.1. Consultancy Services at a discounted rate for Affordable Housing Projects and CHPS registrations and reviews etc
- 2.3.2. Advice and mentoring
- 2.3.3. Facilitation of Strategic planning and Business planning and other meetings you may hold
- 2.3.4. Master of Ceremonies service for your public meetings and events
- 2.3.5. Public Relations and communications advice and partnership
- 2.3.6. Research partnerships
- 2.3.7. Advocacy partnerships
- 2.3.8. Leadership coaching
- 2.3.9. Governance and Board reviews of Events.

2.4. How to optimise your membership

- Talk about engaging with surveys and why
- Sharing stories and comms relationship
- Advocacy and evidence building collaboration
- List the team members we want to have contact details for

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MEMBERSHIP TYPES

FHA has two types of membership; both bring different perspectives to the table which are valuable to the faith sector Community of Practice in our common mission.

3.1. Community Housing Members (CH)

CH members are **organisations** that either:

- operate as a Community Housing Provider; or
- are in the process of registering under the National Regulatory System for Community Housing (NRSCH).

3.2. Ordinary Members

Ordinary members are members who are passionate about affordable housing but don't qualify as CH members and can be either individuals or organisations with the same social justice interest for the provision of housing for all.



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MEMBERSHIP IN CONTEXT

4.1. Unlimited Membership and Proxies

Organisations under both types of membership can nominate an unlimited number of members to represent them in official FHA business.

Also, subject to the approval of the Board, proxies that will be able to vote on behalf of the member may be nominated.

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APPLYING FOR MEMBERSHIP

5.1. The Application Process

All prospective members go through a simple application process:

1. All applications for membership are lodged electronically through the FHA website www.fha.org.au. If you do not have electronic access and require a paper application form, contact the FHA office.

2. Once your application has been lodged, the Secretary will then refer it to the Board to decide on the membership application. The Board could ask for more information before deciding and will advise you as soon as it can.

5.2. Membership Fees

Note: Membership Fees have been rescinded in 2021 and 2022 to support your work during the pandemic.

To keep FHA running, we charge members a fee depending on your circumstances as either an individual or an organisation. Collecting membership fees enables us to continue the mission of FHA in a larger way and gives members the opportunity to contribute effectively towards the sustainability of FHA.

(refer to fee comparison document)



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HOW WE MANAGE YOUR INFORMATION

FHA is subject to the provisions of the Privacy Act 1988. As such, you have a right to access and correct any of your personal information that we hold about you. We do not usually disclose your personal information to any other organisation or person unless there is a legal requirement to do so. We may disclose your information to third parties that provide services under contract to FHA. These contracts require the third party to keep your personal information confidential and secure.

Your personal information, including information about you obtained because of your membership, may be used by FHA for marketing purposes to improve our services and to provide you with the latest information about those services and any new related services and promotions. If you do not wish to receive marketing material and information about our promotions and services, please advise in writing to the Chief Executive Officer.

For more information about this, you can read our privacy policy [here](#) (insert privacy policy link here).

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THE FHA BOARD

7.1. What does the Board do?

The Board is responsible for FHA's governance. FHA is committed to being flexible, nimble and innovative in its governance processes.

The CEO reports to the Board and is responsible for implementing and delivering the Strategic Plan on behalf of the Board. Staff team members report to the CEO.

Sub-committees of the Board may be formed from time-to-time for special projects. The Board can invite organisational representatives and/or individuals from across the FHA membership, and experts outside of it, to make up the membership of a Board sub-committee.

A Board member typically chairs any sub-committee, but on occasion an external expert may act as the chair. A Board member will always sit on a sub-committee.

7.2. Who can be on the Board?

Our Constitution allows for a maximum of ten (10) Board members, fifty percent of which must be CH members. Members of the same type are the only members allowed to nominate members of the same type to the board; that means that only CH members can nominate other CH members, and only individual members can nominate individual members.



The remaining half of the board can be experts in related fields or aligned to housing in general. We warmly invite you to send the CEO of FHA an expression of interest, if you would like to fill any relevant casual vacancies as they occur.

In the case of a casual vacancy on the Board – where a Board member has had to vacate prior to his/her term ending— the Board will approach and co-opt from either the membership or other experts to fill the term of the vacated seat on the Board.

7.3. Board Meetings

FHA holds meetings approximately every two months, the last of which for the year is the Annual General Meeting. Meetings are led by the Board Chair and vary in terms of agenda, depending on any pressing matters or current projects.

The meetings allow for a space where decisions are made. To do this, members vote to get decisions going. As a member, you are welcome to actively participate and share in the experience that comes with running FHA smoothly.

Each member has one vote, and as a member, you or your organisation can assign a proxy should you be unavailable to attend, provided that your proxy is a proxy of no more than five organisations.

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KEEPING OUR COMMUNITY STRONG

8.1. Conflict Management

FHA has rules set in place that allow for a professional approach to disagreements between members.

In such a case, a Community Justice Centre will be called in to mediate. If the members do not resolve the issue with the Community Justice Centre, arbitration will ensue, by which the Arbitration Act will apply.

8.2. Filing a Complaint

We recommend that you try to resolve the matter directly with your fellow member before lodging a complaint. You can do this in writing or discussing the issue directly with them

However, a complaint can be made to the Board regarding a member who is in violation of our constitution or values, or one who has acted against the interests of FHA. The Board then will take this into consideration for further action.

8.3. Receiving a Complaint

You as a member have the right to appeal any complaints against you within 7 days of being served the resolution. You can appeal and state your grounds by doing so by lodging the same with the Secretary. The Board will then take this in advisement and notify you about its decision in due course.

More information about the processes can be found in our Constitution here (link to the provision).

8.4. When a Membership Ends

There are cases where individuals or organisations cease their memberships and can no longer be part of FHA. For both types, membership ends if the Board finds that there is improper conduct or action/s that do not reflect the objects or values of FHA. Members may also resign, pending notice.

Memberships for individuals can also end in case of death, mental incapacitation, indictable offence, bankruptcy, resignation.

Memberships for organisations can also end when the organisation faces liquidation or ceases to exist.



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For further
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Find us on

