



## Expression of Interest

I would like to become a member of the AnglicareCQ  
Tenant Advisory Group

Name: .....

Address: .....

.....

Contact number: .....

Signed: .....

Return your completed expression of interest to your  
local AnglicareCQ office, or post it to:

### Anglicare Central Queensland

Housing Services  
Reply Paid 85057  
Rockhampton  
QLD 4700

Or email [tenants@anglicarecq.org.au](mailto:tenants@anglicarecq.org.au)

For further information, contact your local  
AnglicareCQ team:

**Barcaldine:** (07) 4651 2161

**Emerald:** (07) 4982 4062

**Gladstone:** (07) 4972 8220

**Longreach:** (07) 4658 0431

**Rockhampton:** (07) 4927 8200

## Tenant Advisory Group



ACQ4696

## What is The Tenant Advisory Group?

Anglicare Central Queensland aims to provide the best possible service to our tenants. To do this, it's important you have a say on our services, policies, and plans for the future. The Tenant Advisory Group (TAG) is one way you can give us feedback about your experiences as an AnglicareCQ tenant, and be involved in our decision making.

The Tenant Advisory Group is a team of AnglicareCQ tenants just like you. They come from different walks of life, live in different kinds of housing, and all bring their own experiences, opinions, skills and values to the group. The group is led by tenants, and focuses on issues that affect you and your home.

The group meets to exchange ideas and share information and concerns between AnglicareCQ and our tenants. TAG members can raise concerns brought to them by other tenants, and advocate as a collective to introduce new ideas, improve services and resolve disagreements. The TAG Chair stays in touch with AnglicareCQ management, and keeps us updated on tenants' ideas, concerns and suggestions.

## Why join the Tenant Advisory Group?

By joining the group you'll be helping make sure living in AnglicareCQ housing is a pleasant experience for everyone. You'll be sharing ideas and information and making sure tenants have a say on the issues that affect your home. AnglicareCQ Tenants across the Central Queensland region are welcome and encouraged to join the TAG.

The TAG meets every three months in one of the communities served by AnglicareCQ. If you don't live in the town where TAG is meeting, we'll give you teleconference details so you can join in by phone.

You'll get to vote on the TAG Chair, who is elected annually and is the main liaison between the group and AnglicareCQ management. You'll also get to vote on a representative to be part of our housing team's Continuous Improvement Group. As the name suggests, they're responsible for making sure we're delivering high quality services, and then continually raising the bar to make things better.

You can join the group at any time. When you send in your nomination, an AnglicareCQ representative will contact you to discuss the next steps.

## Can't come to meetings? You can still have your say

Not everyone has time for the commitment of being part of the TAG, but there are still ways you can give us feedback and have your say on issues important to your tenancy.

### You can:

- Contact a TAG representative – you'll find contact details on the back of this brochure
- Request a Your Rights, Responsibility and Feedback brochure from your local AnglicareCQ centre.
- Talk to your tenancy manager
- Contact us online at [anglicarecq.org.au](http://anglicarecq.org.au)

