

Home Visit Policy

1. PURPOSE

The purpose of this policy is to provide a clear, consistent and transparent framework for ensuring that the local government principles are reflected in the Home Visit Policy.

This policy sets out the principles to be followed when conducting home visit to properties in communities

2. SCOPE

This policy applies to all Council employees, Councillors, contractors, volunteers, agents and assigns of Council.

3. LINK TO CORPORATE PLAN 2025-2030

TSIRC [Corporate Plan 2025-2030](#)

Outcome 1: Strengthening Our Communities

1.1 Provide Suitable Public Housing

- Work with the State and Federal Governments and community to ensure that all Torres Strait Island communities have access to safe, secure and culturally appropriate housing.

Outcome 2: A Proactive and Responsible Council

3.1 Provide Good Governance and Leadership

- Ensure responsible financial management and sustainability.
- Ensure compliance with legislative requirements and regulations, uphold the Council's legal obligations, and make ethical decisions in the best interest of the community.

4. POLICY STATEMENT

- (a) Council is committed to building sustainable relationships with Council social housing tenants. Council will use home visits to identify and respond in a timely manner to tenants' needs, with the aim of improving the way Council manages social housing tenancies.
- (b) As the Lessor, Council (or an external representative) will from time to time, visit its social housing properties. Council will not visit tenants whose tenancy is managed by the Department of Housing and Public Works or other agencies in the Torres Strait, unless authorised to do so in exceptional circumstances.
- (c) When completing home visits, Council Officers will ensure that cultural, professional, and legislative protocols are observed.
- (d) Council is committed to the health and safety of its staff and will ensure that all home visits are conducted in a manner that does not place anyone at risk of injury.

5. REPORTING

Nil.

6. DEFINITIONS

Refer to legislation definitions.

7. RELATED DOCUMENTS AND REFERENCES

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Housing Policy*
- *Residential Tenancies and Rooming Act 2008*
- *RTA Regulation 2024*
- *Housing Act 2004*
- *Residential Tenancy Authority*

8. REVIEW

Policy type:	☒ Council ☐ Administrative
Directorate:	Community Services
Responsible Officer:	Manager, Housing
Authorised on:	21 July 2026
Next review date:	February 2028 (This policy will be reviewed every two years or as required by changes in legislation).
Review history:	2021, 2023, 2026
Version:	1