

Policy name	Contractors
Policy date	February 2026
Authorisation	Executive Housing & Property
Policy owner	Executive General Manager, Housing Operations
Policy type	Mission Australia Housing Operational Policy
Policy setting	

1 Purpose

1.1 Overview

1.1.1 This policy sets out the principles to be followed in managing Contractors who provide maintenance services for housing managed by Mission Australia Housing (MAH). Our aim is to ensure a process that:

- Is fair and transparent.
- Protects the assets managed by MAH; and
- Complies with the specific legal and contractual obligations placed upon MAH by government, funders, and other housing partners.

1.2 Coverage

1.2.1 This document is a national policy and covers Mission Australia Housing (MAH), and its entities. All references to Mission Australia Housing, MAH and Housing means MAH and its entities unless specifically stated otherwise.

1.2.2 This policy applies to all Contractors who provide maintenance services to all forms of housing supplied by MAH, including social, affordable, and transitional housing.

1.2.3 This policy applies to housing provided by MAH in the jurisdictions of New South Wales (NSW), Tasmania (TAS), Victoria (VIC), Queensland (QLD), Western Australia (WA) and the Northern Territory (NT). Where jurisdiction-based variations exist in policies and procedures, these will be identified in the document.

1.3 Information on procedures and other related policies

- 1.3.1 This policy focuses on why certain things need to be done. It is supported by procedures that provide more detail on what to do and the steps involved in managing Contractors.
- This policy is one of several interlinked policies that support MAH's delivery of housing services. To assist you, these are identified where relevant in this policy and the supporting procedures.

2 Scope

2.1 Parts of Mission Australia that this policy covers

- 2.1.1 This policy applies to MAH staff responsible for working with and managing maintenance Contractors.

2.2 Definitions

- 2.2.1 Key terms used in this policy are defined in the following table.

Term	Definition
Contractor	A person or company that undertakes to provide services, for a fee, which may include labour and/or materials.

3 Policy

3.1 Guiding principles

- 3.1.1 MAH will work to develop and maintain mutually beneficial relationships with its Contractors.
- 3.1.2 MAH will work with Contractors who can show that they have suitable qualifications, licences, and experience.
- 3.1.3 MAH will only work with Contractors who have positive relationships with MAH client groups, especially towards clients with complex needs.
- 3.1.4 MAH insist that all Contractors have a proactive approach to WH&S responsibilities.
- 3.1.5 MAH will review work quality, responsiveness and value for money and discuss with Contractors at regular review meetings.

3.2 Approved Contractors

- 3.2.1 MAH will follow the MA Procurement Policy and Procedure for the sourcing and appointment of the Major Contractors (multi-trade Contractors).

3.2.2 MAH will only enter into contracts for maintenance with approved Contractors, unless the circumstances are exceptional and meet the following criteria:

- The activity level is extremely low
- Degree of specialisation is high
- There are limited contractors who are suitable for the work

3.2.3 All Contractors must provide proof of the required licences and insurance before being issued with work.

3.2.4 All Contractors must be given a copy of the **MAH Contractors Code of Conduct**

3.2.5 All contractors must adhere to and demonstrate MA's core values.

3.3 Induction

3.3.1 A formal induction process will be held with contractors, with each of the following items being discussed and checked off between MAH and the contractor:

- Tenant and staff relationships
- WH&S
- Commercial arrangements
- Code of Conduct and Values

3.4 Performance Monitoring

3.4.1 All contractors will be subject to a regular and formal review process unless a specific exception is provided by the State Manager (e.g. a specialist Lift Maintenance Contractor, who may only attend a job or two a year.)

3.4.2 Contractor Performance Monitoring will be a combination of regular quality assurance inspection, (which includes looking at quality of work, response time and value for money), tenant satisfaction surveys and an annual review.

3.4.3 Regular site inspections will also be used to monitor WH&S compliance.

3.5 Conflict of interest

3.5.1 A conflict of interest may arise if a member of Staff or a MAH Board member has a personal interest in a matter that could improperly influence, or appear to improperly influence, the way they carry out their roles within the organisation, **see MA Conflicts of Interest Policy for more information**. Examples of where Conflict of Interest may exist when managing contractors, are listed below:

- Staff will not employ contractors where there is a conflict of interest, e.g. if a staff member is related to a contractor or has a financial interest in their business.
- Staff are not permitted to use contractors to work on their own properties.

- Staff are not permitted to accept gifts from contractors

3.5.2 Staff are required to report any conflict of interest to their direct Manager and the Strategic Asset Manager inline with the **MA Conflicts of Interest Policy**.

4 Responsibilities

4.1 Asset Officers are responsible for:

- Obtaining licenses and Certificates of Currency for insurance for all contractors on commencement and annually
- Completing inductions with new contractors
- Completing toolbox WHS meetings with contractors
- Carrying out Quality Assurance on the contractors through site inspections and feeding back to the Asset Managers on their performance
- Only to use contractors who have been sourced following the MA Procurement Policy unless approval has been provided by the National Asset Manager

4.2 Asset Managers are responsible for:

- Manage performance reviews with the principal contractors.
- Incorporating this policy into staff induction and training.
- Ensuring staff are aware of and have access to this policy.
- Escalating feedback about this policy to the policy owner and/or policy writer.

4.3 The Operations and State Manager is responsible for:

- Ensuring that MAH complies with this policy.
- Providing approval for the use of contractors outside of the MA Procurement Policy.
- Recommending any changes to this policy.