

<b>Policy name</b>	Essential Services
<b>Policy date</b>	February 2026
<b>Authorisation</b>	Executive Housing & Property
<b>Policy owner</b>	Executive General Manager, Housing Operations
<b>Policy type</b>	Mission Australia Housing Operational Policy
<b>Policy setting</b>	

## 1 Purpose

### 1.1 Overview

1.1.1 The purpose of this document is to detail the activities, processes and responsibilities involved in delivering essential services to Mission Australia Housing's buildings. The policy ensures Mission Australia Housing (MAH) is compliant with regulatory requirements and obligations under the respective national and state legislation, policies, guidelines, and standards listed in this document. 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 forms of housing provided 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 delivering essential services.

- 1.3.2 This policy is one of a number of 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 involved in setting, implementing, and managing plans for essential services works at MAH buildings. The policy applies to all buildings where MAH is the owner and/or property manager.

## 3 Definitions

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

Term	Definition
<b>Asset Management</b>	The process of guiding the acquisition, use, and maintenance, including upgrades and redevelopments, and disposal of the organisation's assets.
<b>Asset Management System (AMS)</b>	The system used to store information related to properties, work orders, and maintenance.
<b>Essential Services</b>	Essential services are the fire and life safety items installed or constructed in a building to ensure adequate levels of fire and life safety over the life of the building.

## 4 Policy

### 4.1 Guiding principles

- 4.1.1 MAH plans for the management of essential services within its asset portfolio to ensure all buildings comply with legislative requirements.
- 4.1.2 The organisation's repairs and maintenance processes enable effective delivery of repairs and maintenance so that buildings are well maintained, and the organisation's assets are protected.
- 4.1.3 MAH tenants are provided with homes that are safe, secure, are of a reasonable standard and adequately and appropriately maintained.
- 4.1.4 MAH will meet relevant Australian Standards and compliance requirements in the provision of maintenance programs.

- 4.1.5 MAH will adhere to the relevant Legislation, Building Codes, Design Codes, Maintenance Codes and Housing Asset Performance Standards within each jurisdiction that MAH operates.
- 4.1.6 MAH's risk management approach enables the organisation to minimise and mitigate potential risks associated with its asset portfolio.
- 4.1.7 Tenant feedback is encouraged to ensure the quality of maintenance works and MAH processes and continuous quality improvement.

## 4.2 Delivering Essential Services

- 4.2.1 MAH as a property owner and asset manager has a responsibility to ensure that the buildings we own and manage have appropriate essential services in place, that these are maintained and that there is a system in place to manage this process.
- 4.2.2 MAH aims to ensure tenant, community and staff safety in properties that we own and manage.
- 4.2.3 MAH will establish and maintain a planned, proactive and informed approach to managing essential services in all buildings.
- 4.2.4 MAH will meet statutory, regulatory, and contractual requirements for repairs and maintenance obligations to essential services.
- 4.2.5 MAH will plan for and provide adequate resources for managing essential services and ensure safety in all properties.
- 4.2.6 MAH will achieve high standards of customer care and satisfaction by monitoring contractors' performance regularly and enabling tenants to provide feedback on essential services.
- 4.2.7 Tenants are provided with relevant information on the organisation's essential services program and procedures and will be advised and supported in preparation for maintenance works.

## 5 Responsibilities

### 5.1 Housing staff, including Housing Officers and Client Service Officers, are responsible for:

- Undertaking regular property and building inspections.
- Explaining to tenants their rights and responsibilities at the start of their tenancy.
- Reporting to the Asset Team on any issues identified with essential services.
- Recommending improvements to this document.

### 5.2 Asset Staff

- Undertaking a PAS to each property at least every 3 years.
- Managing the Essential Services Program.
- Escalating feedback about this policy to the policy owner and/or policy writer.

- Ensuring proper management of evidence in the asset management system and where required in the relevant state-based system.
- Incorporating this policy and procedure into staff inductions and training.

**5.3 The Regional Asset Manager is responsible for:**

- Developing and implementing an Essential Services Plan
- Incorporating this policy and procedure into staff inductions and training.

**5.4 The Operations Manager and State Manager is responsible for:**

- Ensuring that MAH complies with this policy and associated procedures.
- Recommending any changes to this policy and associated procedures.