

CHP OF THE YEAR AWARD

Recognises Community Housing Providers that demonstrate outstanding achievement, leadership, excellence in practice, and innovation in delivery of community housing outcomes.

The award acknowledges organisations making a significant contribution to the strength, reputation, and advancement of community housing in Australia.

The award is presented across two categories based on dwelling portfolio size:

- **CHP of the Year** under 500 dwellings
- **CHP of the Year** over 500 dwellings

ELIGIBILITY CRITERIA:

Nominations are open to:

- All current ACH Community Housing Providers members
- CHPs may self-nominate or nominate another CHP for this category
- CHP size is as of 1 July 2026

Nominations must address each of the following criteria:

Outstanding achievement

- Excellence in organisational performance, housing delivery, resident outcomes, and contribution to community housing.

Leadership and innovation

- Evidence of leadership, best practice, innovation, and continuous improvement within community housing delivery and operations.

Quality and impact

- Demonstrated positive outcomes for residents, communities, and organisational performance, relative to the CHP's scale and operating environment.

Contribution to the sector

- Positive contribution to the reputation, advancement, collaboration, and strength of community housing in Australia.

CONTEXT AND DELIVERY ENVIRONMENT

Demonstrated excellence relative to the CHP's operating context, including metropolitan, regional, rural, or remote conditions.

This may include:

- delivery complexity relative to organisational scale
- workforce, infrastructure, or service access challenges
- innovation in overcoming geographic or operational constraints
- outcomes achieved relative to available resources and local conditions.

TENANT VOICE AND LEADERSHIP AWARD

Recognises Community Housing Providers that have meaningfully embedded tenant voice, leadership, and lived experience into decision-making processes that shape services, housing outcomes, organisational strategy, governance, and/or community impact.

ELIGIBILITY CRITERIA:

Nominations are open to:

- All current ACH Community Housing Provider members

Nominations must address each of the following criteria:

- Tenants have had genuine influence in decision-making, moving beyond consultation to demonstrated impact on outcomes or decisions
- Clear evidence of change resulting from tenant input (before and after examples)
- Active support and visibility of tenant leadership within the organisation
- Mechanisms that enable sustained tenant participation in governance, service design or delivery
- Evidence that the approach could be replicated or adapted by other Community Housing Providers

Evidence may include:

- Tenant advisory groups or tenant governance structures
- Tenant representation on boards, committees, or decision-making bodies
- Tenant-led service redesign or co-designed policies and procedures
- Tenant scrutiny panels or structured feedback mechanisms with documented outcomes
- Tenant-led neighbourhood initiatives or community development programs
- Formal lived experience leadership or capacity-building programs for tenants

SAFE, SECURE HOMES AWARD

Recognises initiatives that strengthen housing stability by supporting tenants to sustain their tenancies, remain safely housed, and access the services, resources, and opportunities that enable long-term housing security and wellbeing.

ELIGIBILITY CRITERIA:

Nominations are open to:

- All current ACH Community Housing Provider members

Nominations must address each of the following criteria:

- A measurable reduction in tenancy breakdown, evictions, or crisis escalation
- Evidence of trauma-informed, person-centred practice embedded in service delivery
- Effective partnerships that support tenancy sustainment and coordinated support responses
- Clear tenant outcomes, not solely activity-based measures
- Practical, scalable approaches that improve housing stability outcomes

Evidence may include:

- Tenancy sustainment programs and wraparound support services
- Family and domestic violence response pathways
- Mental health, disability, or complex needs partnerships
- Hoarding and squalor support interventions
- Arrears prevention and early intervention models
- Eviction prevention frameworks and diversion pathways
- Formal partnerships with legal services, health providers, or support agencies

COMMUNITY IMPACT AWARD

Recognises initiatives that strengthen local communities, build resident capability, foster social connection, and deliver lasting place-based impact that extends beyond individual tenancies.

ELIGIBILITY CRITERIA:

Nominations are open to:

- All current ACH Community Housing Provider members

Nominations must address each of the following criteria:

- A community-led or community-informed approach to design and delivery
- Meaningful capacity building that strengthens resident and/or community capability
- Evidence of inclusion and engagement beyond tenants to the broader local community
- Sustained or long-term impact, not one-off or short-term activity
- Approaches that are adaptable and scalable across different provider sizes and contexts

Evidence may include:

- Employment pathways or training and skills development programs
- Community gardens, shared spaces, or neighbourhood activation initiatives
- Local leadership or peer support programs
- Community safety or wellbeing initiatives
- Youth engagement or development programs
- Digital inclusion programs
- Intergenerational initiatives
- Partnerships with local organisations delivering place-based outcomes

SECTOR STORIES AWARD

Recognises excellence in communications, storytelling and public engagement that has strengthened awareness, understanding and support for community housing. It celebrates strategic campaigns, content, or communication initiatives that have successfully amplified tenant voices, strengthened advocacy efforts, and positively influenced public or stakeholder perceptions of the sector.

ELIGIBILITY CRITERIA:

Nominations are open to:

- All current ACH Community Housing Provider members
- Work must have taken place between 31 July 2025 and the close of nominations

Nominations must address each of the following criteria:

Entries are to demonstrate impact through digital communications, media relations, social media, publications, brand campaigns, advocacy communications, storytelling projects or other integrated communications strategies. This may include entries that make strategic and effective use of use of tenant, community or stakeholder voices demonstrating the value and impact of community housing in the local and/or broader Australian community.

Impact and outcomes

- Demonstrated results and an increase in awareness, engagement, advocacy or community connection

Storytelling excellence

- Evidence of compelling, authentic and engaging storytelling that communicates complex issues clearly and meaningfully.

Strategic approach

- Evidence of alignment between strategy, messaging and outcomes that addresses key objectives and the needs of the target audience.

Innovation and creativity

- Demonstrated originality and creativity in the approach to successful storytelling that makes effective use of digital platforms, partnerships and emerging communication methods.

Sector contribution

- Demonstrated commitment to continually improving the understanding of community housing within the local and/or broader Australian community.

Examples may include:

- Digital communications (including websites, email newsletters, EDMs, member portals, webinars, videos)
- Social media (LinkedIn, Meta etc) analytics,
- Copies of publications, brand campaigns, and communication strategy documentation.