



# Thrive Program Disputes and Complaints Policy

Last updated: October 2026

For the purposes of this policy, the Housing Authority (operating within the Department of Housing and Works) is referred to as “Housing”.

## Purpose

To outline how Housing manages and resolves disputes and complaints raised by Thrive Service Providers or clients in relation to the Thrive Program.

## Scope

This policy applies to all activities undertaken by Housing in managing and resolving disputes and complaints relating to Thrive. It applies to clients, Housing staff, and contracted Thrive Service Providers involved in the delivery or oversight of Thrive.

## Definitions

| Term                        | Definition                                                                                                                                                         |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Client</b>               | A current Aboriginal housing or public housing tenant, co-tenant or householder who is being considered for, participating in, or exiting from the Thrive Program. |
| <b>Complaint</b>            | An expression of dissatisfaction about a service, decision, action, or outcome relating to the Thrive Program.                                                     |
| <b>Contract-Level Issue</b> | A dispute or complaint concerning contractual obligations or performance requirements under the Thrive contract between Housing and the Thrive Service Provider.   |
| <b>Dispute</b>              | A disagreement between parties regarding a Thrive-related decision, process, or contractual matter that requires formal resolution.                                |
| <b>Housing</b>              | For the purposes of this policy, ‘Housing’ refers to the Housing Authority, operating within the Department of Housing and Works.                                  |

|                                      |                                                                                                                                                                                                                                                                                     |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service-Level Issue</b>           | A dispute, disagreement or complaint relating to operational service delivery matters between Housing and a Thrive Service Provider, including but not limited to communication, information sharing, referrals, support recommendations, client participation, or client outcomes. |
| <b>Thrive Contract Administrator</b> | The Housing officer responsible for managing the Thrive contract, including oversight of contract-level disputes and complaints.                                                                                                                                                    |
| <b>Thrive Program (Thrive)</b>       | A support program delivered by contracted Service Providers to assist eligible clients to maintain stable housing and improve personal and household outcomes.                                                                                                                      |
| <b>Thrive Service Provider</b>       | An external organisation contracted by Housing to deliver support services under the Thrive Program.                                                                                                                                                                                |

## Policy statements

1. Thrive-related complaints and disputes raised by clients will be managed in accordance with the Housing Authority Customer Service Charter and associated complaints processes.
2. Thrive-related disputes or complaints raised by Thrive Service Providers will be managed by the Thrive disputes and complaints process administered by Housing.
3. Service-level disputes and complaints will be managed by the applicable Housing Office.
4. Where a service level dispute or complaint cannot be resolved, it will be escalated to the Thrive Contract Administrator/Contract Manager.
5. Contract-level disputes and complaints will be managed by the Thrive Contract Administrator/Contract Manager.
6. Notwithstanding an open dispute or complaint, all parties are required to comply with their contractual obligations unless otherwise agreed between Housing and the Thrive Service Provider.

## Related legislation

- *Residential Tenancies Act 1987*
- Residential Tenancy Regulations 1989
- *Privacy Act 1988*
- *Privacy and Responsible Information Sharing Act 2024 (WA)*

## Related documents

- Housing Authority Customer Service Charter

## Document control

|                         |                                         |
|-------------------------|-----------------------------------------|
| <b>Publication date</b> | Oct 2026                                |
| <b>Review date</b>      | Oct 2028                                |
| <b>Owner</b>            | Executive Director - Housing Services   |
| <b>Custodian</b>        | Director - Housing Practice and Support |

## Amendments

| <b>Version</b> | <b>Date</b> | <b>Author</b>             | <b>Description</b>                                                                                                                                             |
|----------------|-------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2              | Oct 2026    | Principal Project Officer | Review and update of policy in line with new department name, and policy standards including introduction of a definitions table and document control section. |
| 1              | 2 Oct 2019  | Project Manager           | New Policy creation                                                                                                                                            |