

# Eligibility and Allocation

## (Policy)

### Version 5.0

This policy has been adopted by:

| Name of Company                               | Adoption Date                 |
|-----------------------------------------------|-------------------------------|
| Community Housing Ltd (CHL)                   | 1 <sup>st</sup> December 2024 |
| Community Housing (Vic.) Ltd (CHVL)           | 1 <sup>st</sup> December 2024 |
| Community Housing (TAS) Ltd (CHTL)            | 1 <sup>st</sup> December 2024 |
| Community Housing (QLD) Ltd (CHQL)            | 1 <sup>st</sup> December 2024 |
| Community Housing (Homes for Regions) Limited | 1 <sup>st</sup> December 2024 |
| Community Housing (Subi East) Limited         | 1 <sup>st</sup> December 2024 |

And any other entities within CHL which adopt this policy.

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## 1. INTRODUCTION

Community Housing Limited Group of Companies (CHL) practise clear and transparent processes when allocating properties to customers.

This policy is to establish CHL's criteria for a person to be considered eligible at the time of allocation and ongoing eligibility defined within CHL or program guidelines.

## 2. AIM

CHL has a selection process that is accountable, meets all legislative requirements, industry standards and guidelines and appropriately matches individual housing needs with available properties. Within this, CHL conforms to agreed federal and state allocation policies as part of maintaining its registration to provide community or social housing in each jurisdiction.

## 3. PRINCIPLES OF CHL ELIGIBILITY AND ALLOCATION POLICY

### 3.1. Information to Customers

Prospective customers are provided with clear and detailed information about the eligibility requirements (including income and assets), potential location and features of the accommodations available. An offer letter is provided to each customer with acceptance timelines for accepting the offer, acknowledging that in the instance the offer is not accepted it will be offered to the next eligible customer. Language support is also provided when advertising a vacancy if required.

### 3.2. Allocation and eligibility principles

- During all eligibility assessments (of prospective and current CHL customers) and at the time of allocating housing, CHL will comply with National and State laws regarding equal opportunity and anti-discrimination legislation.
- CHL will adhere to any contractual arrangements that apply to program specific, funding or government stated eligibility criteria as stated in any such agreement. CHL will allocate from waitlists and central registers in appropriate locations and adhere to the agreements surrounding their use for allocation purposes.
- CHL will apply systematic instructions and tools to ensure operational staff carry out their duties using fairness, transparency and in line with required Acts, Regulations and Standards.
- CHL allocates housing to specific groups within communities who are at greater financial, cultural and/ or social disadvantage, including people with disabilities, mental health issues, single parents, aged and indigenous people. Where programs allow, CHL seeks to allocate a set proportion of all available housing to such groups.
- Household composition plays a key role in determining the eligibility for and allocation of dwellings. CHL aims to ensure appropriate use of properties to meet the housing needs of communities and may re-assess the eligibility for housing type throughout a tenancy if the household composition experiences significant changes.

### 3.3. Assessing Income

The assessment of gross household income is based on the evidence supplied by the customer of all income sources within the household. This evidence includes:

- Centrelink payment information
- Payslips and Notice of Assessment from the Australian Tax Office (ATO)

Statements from other income sources (e.g. workers compensation, shares)

CHL must be satisfied that the information provided is a true reflection of the household income including a minimum of:

- 13 weeks of pay slips
- 4 weeks of Centrelink benefits
- Previous year Payment Summary (formerly group certificate) or,
- 3 month Notice of Assessment from ATO or Certified Practicing Accountant

### 3.4. Other eligibility criteria

The following customers are not eligible to be housed with CHL:

- Previous customers of CHL with unattended debts
- Customers who own realisable residential real estate
- Primary customer not an Australian citizen or permanent resident

### 3.5. Matching

CHL will endeavour to achieve sustainable housing outcomes via consideration of the individual needs of the customer and the available dwelling. Housing suitability is a key component to the creation and development of sustainable tenancies and ensuring that CHL housing stock is utilised in the most appropriate and highest use ways. The household composition, property composition, built form, location and amenity are necessary considerations during the allocation process.

### 3.6. Decision making

CHL believes that a sustainable tenancy starts with a quality allocation of housing for a suitable customer. Documented operational processes and guidelines are designed to ensure housing services staff are able to effectively assess eligibility and allocate suitably matched properties to customers, while adhering to policy principles and adopting a leading practice approach.

Decisions are made with care and diligence and with consideration of the program and/or contractual requirements under which the property may be managed. This includes under and over utilisation considerations and ensuring that household compositions are matched to appropriate dwellings.

Decisions that consider both the eligibility and the suitability of a customer and a property are necessary to ensure not only future customers are housed successfully in CHL's housing programs, but also to ensure the future capacity for CHL to sustain tenancies in them.

Housing Services staff undertake in-depth program induction, supervision and ongoing training.

### 3.7. Creating sustainable tenancies

Working within program guidelines and legislative requirements, CHL will use allocation strategies to facilitate sustainable tenancies. During application, eligibility assessment and allocation processes, CHL will work proactively with customers to identify any barriers to sustaining tenancies, and will take customers' needs, preferences and tenancy skills into account in making allocations. Where applicable, CHL will also take into account the needs and preferences of other household members.

At the establishment of a new tenancy, CHL will work proactively with customers to ensure that they understand their rights and responsibilities, the features of their property, how rent is calculated, how to contact CHL and what they can expect of CHL during their tenancy. CHL will maintain engagement with new customers throughout the tenancy establishment phase to help them settle into their property and community and if/where required engage with support providers.

### 3.8. Clarity of the information provided

All materials and formats used ensure information is easy to read, alternative formats are available and indicated in information.

Forms, information documents and advertising materials are reviewed on a regular basis; this includes feedback surveys to our new customers and annual feedback from surveying our current customers. Improvement strategies are developed and implemented as needed.

### 3.9. Diversity

CHL is committed to a balanced social mix of households in the community. Each State operation within CHL has a commitment to helping build connected, thriving communities and seeks to empower its customers through its approach of creating an equitable and sustainable social mix within its portfolios, in line with the company's Vision and Mission. CHL always works towards any contract or agreed specified allocation objectives.

### 3.10. Targeting demographic groups and using allocation processes

CHL applies target group ratios to properties it owns in its general property stock, that are not subject to existing requirements with government and/or other stakeholders, to ensure people with social and financial disadvantage will have appropriate consideration and priority.

Nomination rights are also applied under various programs to some CHL stock for exclusive use to partner support agencies. Partnership Agreements are reviewed on regular and contractual basis.

Housing Services staff follow CHL operational guidelines in undertaking allocation processes.

Allocations are made in accordance with State Legislation and contractual requirements. Allocations are overseen by Coordinators/Managers to ensure that customers who meet the eligibility criteria are suitably housed.

### 3.11. Customer feedback and appeal of decisions

CHL welcomes its customers to query any decisions it makes and/or ask questions about our work practices. If a customer wishes to provide feedback to CHL and/or believes a decision made by CHL is incorrect, they can lodge customer feedback and/or an appeal using the CHL Customer Feedback Policy or the CHL Appeals Policy.

## 4. RELATED RESOURCES

### 4.1. CHL Group References

|                                                               |
|---------------------------------------------------------------|
| CHL Customer Promise                                          |
| CHL Customer Feedback and Appeals Policies and Procedures     |
| CHL National Housing and Homelessness Policies and Procedures |
| CHL Privacy Policy and Procedures                             |

### 4.2. External References

|                                                                                                                |
|----------------------------------------------------------------------------------------------------------------|
| National Regulatory Community Housing Standards                                                                |
| Victorian Community Housing Regulatory Framework                                                               |
| Western Australian Community Housing Regulatory Framework                                                      |
| Housing Assistance Act 1996 (COM)                                                                              |
| State Housing Acts (NSW 2001, NT 1982, QLD 2003, SA 1995, TAS 2022, VIC 1983, WA 1980)                         |
| State Residential Tenancy and Rooming Acts (NSW 2010, NT 1999, QLD 2008, SA 1995, TAS 1997, VIC 1997, WA 1987) |
| Community Housing Providers National Law Acts 2013 (NT, NSW, QLD, SA and TAS)                                  |
| The National Affordable Housing Agreement                                                                      |
| NRSCH National Regulatory Code                                                                                 |
| Consumer Charter for Community Managed Housing and Homelessness Services (VIC)                                 |
| NDIS Quality and Safeguarding Framework                                                                        |
| National Disability and Insurance Scheme Act 2013                                                              |
| NDIS Code of Conduct                                                                                           |
| The Human Rights and Responsibilities Charter Act 2006 (VIC)                                                   |
| Human Rights Act 2019 (QLD)                                                                                    |
| Privacy Act 1988 (COM)                                                                                         |
| <a href="#">WA Community Housing Income and Asset Limits (CHIAL) Policy</a>                                    |

5. MONITORING AND REVIEW

This policy is maintained and managed by the CHL Group’s Chief Operations Officer.

This document should be reviewed and revised periodically and/or as required. The period between reviews must not exceed two years. This document remains valid until such time that a new version is published

Review History

| Document reference    | Date Approved                 | Version | Reason for review | Review frequency | Owner                    | Approver(s)                                      |
|-----------------------|-------------------------------|---------|-------------------|------------------|--------------------------|--------------------------------------------------|
| POLHOUAUSNATELI202405 | 1 <sup>st</sup> December 2024 | 5.0     | Scheduled review  | Every two years  | Chief Operations Officer | Executive                                        |
| POLHOUAUSNATELI202404 | March 2024                    | 4.2     | Reformat          | Existing         | Chief Operations Officer | Executive                                        |
| POLHOUAUSNATELI202304 | June 2023                     | 4.1     | NT Inclusion      | Existing         | National Manager         | Managing Director<br>National Operations Manager |
| POLHOUAUSNATELI202204 | August 2022                   | 4.0     | Scheduled review  | Every two years  | National Manager         | Managing Director<br>National Operations Manager |
| POLHOUAUSNATELI202003 | July 2020                     | 3.0     | Scheduled review  | Every two years  | National Manager         | Managing Director<br>National Operations Manager |
| POLHOUAUSNATELI201702 | July 2017                     | 2.0     | Scheduled review  | Every two years  | National Manager         | Managing Director<br>National Operations Manager |