

Housing and Homeless Service Pathways Policy

Version 5.2

This policy has been adopted by:

Name of Company	Adoption Date
Community Housing Ltd (CHL)	June 2023
Community Housing (Vic.) Ltd (CHVL)	June 2023
Community Housing (TAS) Ltd (CHTL)	June 2023
Community Housing (QLD) Ltd (CHQL)	June 2023
Community Housing (Cairns) Ltd (CHCL)	June 2023
Community Housing (Pathways) Ltd (CHPL)	June 2023

And any other entities within CHL which adopt this policy.

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1. INTRODUCTION

In Australia, more than 100,000 people are homeless on any given night. The overall rate of homelessness increased 5.2% between the 2016 and 2021 Australian census, with increasing numbers of women, children, families and older people experiencing homelessness. Aboriginal and Torres Strait Islander peoples are also over-represented in the homeless population.

It is widely accepted that this ‘chronic’ homelessness is linked to structural and social inequality affected by a lack of access to appropriate or affordable housing options for more marginalised groups within our communities.

2. AIM

Community Housing Limited Group of Companies (CHL) aims to contribute to breaking the homelessness cycle with a focus on early intervention and utilising a holistic approach by providing enhanced access for people in housing stress and housing crisis into long term, affordable and sustainable housing. CHL aims to achieve this by:

- Marketing to the community and promoting access to its housing resources for those in housing stress, by advertising within local communities and businesses
- Developing and maintaining strong relationships with external homelessness and other support agencies
- Providing greater access to its housing resources to people in housing crisis
- An integrated internal service system that provides a single initial assessment and referral point with short-term service responses, as well as the provision of access to CHL long term housing options for customers that present to CHL as homeless, in housing stress or housing crisis

The policy aims to assist people who are in housing stress or being assisted in the homelessness service system, taking account of specific groups within communities who are at greater financial, cultural or social disadvantage. For example, people with disability, mental health issues, single and low-income households, aged and Aboriginal and Torres Strait Islander Australians.

3. PRINCIPLES OF CHL'S HOUSING AND HOMELESS SERVICE PATHWAYS POLICY

3.1. Reducing housing stress

Alleviating housing crisis and housing related poverty by increasing the housing options available to those in the community who are unable to sustain housing in the private market.

3.2. Reducing housing poverty

Breaking the homelessness cycle by challenging situations and social structures that diminish people's access to the provision of affordable and sustainable housing.

3.3. Enhancing resource access

Ensuring that CHL maximises access opportunities externally to its available housing stock and adopting a flexible approach to service design that facilitates access to a range of support and accommodation models.

3.4. Strong partnership relationship

Developing and maintaining relationships with local agencies in areas which CHL operates that support people who are homeless and in housing crisis or in housing stress and at risk of homelessness.

3.5. Continuous service improvement

Ensuring that CHL remains at the forefront of best practice in its service response. This includes service delivery and systems structures, policy and staff development that seek to continually understand and meet the identified needs of people experiencing housing stress or housing crisis.

4. HOW CHL AIMS TO ACHIEVE THESE POLICY PRINCIPLES IN PRACTICE

Through the provision of housing and homelessness services in the states where we operate, CHL delivers housing services and options that are fit for purpose to serve and meet the needs of local communities.

This involves the ongoing monitoring and evaluation of our services and activities through customer feedback and surveying, program planning, quality improvement, procedural and staff development strategies, and measured outcomes to ensure that policy objectives are met.

5. 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.

6. RELATED RESOURCES

6.1. CHL Group References

CHL Vision and Mission

CHL Customer Feedback and Appeals Policies and Procedures

CHL Customer Promise
CHL Hardship Policy
CHL National Housing and Homelessness Policies and Procedures
CHL Privacy Policy
CHL Social Impact Framework
CHL Sustaining Tenancies Policy

6.2. 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)

7. 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)
POLHOUAUSNATHSS202405	March 2024	5.2	Reformat	Existing	Chief Operations Officer	Executive
POLHOUAUSNATHSS202305	June 2023	5.1	NT inclusion	Existing	National Operations Manager	Managing Director
POLHOUAUSNATHSS202305	March 2023	5.0	Scheduled review	Every two years	National Manager Operations	Managing Director National Manager Operations
POLHOUAUSNATHSS202004	October 2020	4.0	Scheduled review	Every two years	National Manager Operations	Managing Director National Manager Operations
POLHOUAUSNATHSS201703	July 2017	3.0	Scheduled review*	Every two years	National Manager Operations	Managing Director National Manager Operations

* Note: name change from 'Integrated housing services system' to 'Housing and homeless service pathways'