

# Rent Policy (Social Housing NSW)

## 1. Purpose

The purpose of this policy is to outline how HOME in PLACE calculates rent and manages the bi-annual rent review process for tenancies in New South Wales (NSW).

## 2. Scope

This policy applies to all tenants who live in a property that is owned or managed by HOME in PLACE in NSW, targeted as 'social housing' for the purpose of setting rent and must comply with the NSW Department of Communities and Justice (DCJ) [NSW Community Housing Rent Policy](#) in accordance with DCJ Community Housing Assistance Agreements, property leases and applicable common terms and conditions.

Where there is inconsistency between HOME in PLACE Rent Policy (Social Housing – NSW) and the DCJ Policy the [NSW Community Housing Rent Policy](#) will be followed in all circumstances.

## 3. Policy Statement

HOME in PLACE's Rent Policy (Social Housing - NSW) aims to ensure a clear and consistent approach to rent setting for all tenants to who this policy applies (refer Section 7 below).

HOME in PLACE will explain how rent is worked out and meet our legal duties when calculating and reviewing rent.

HOME in PLACE calculates how much a tenant should pay in rent considering the market rent for the property and any subsidy entitlement to assist tenants to meet the costs of their rent including Commonwealth Rent Assistance (CRA).

HOME in PLACE will undertake a general income and rent review of all tenants covered by this policy every six (6) months. Tenants will be required to provide verification of their income within 21 days of HOME in PLACE request being made.

Each tenant is responsible for collecting the income details of household members and providing these details to HOME in PLACE so that their rent can be assessed.

When applying for a rent subsidy a tenant must declare all assessable income and provide proof of the amount received by their spouse/partner and each other member of their household aged 18 years

and over. Proof of income must be original, relate to the type of income and acceptable as evidence of proof of income (refer Section 7.7)

Tenants rent is subsidised only up to the level of market rent for the property.

Tenants who fail to supply details and verification of household income prior to the due date for return of the required information will no longer be eligible for a rental subsidy and will be charged market rent until the date the required documentation is received.

Tenants who receive a rent subsidy must also advise HOME in PLACE of any changes to their household circumstances at any time during their tenancy. This information must be provided within twenty one (21) days of the change of circumstance. This information must be provided even if they are in the Centrelink Income Confirmation Scheme.

Tenants can lose their rental subsidy if there is a change in the income of the household, there is a change in the number of adults living in the household or the information supplied is incorrect or the income received causes the subsidised rent to exceed the market rent of the property.

Tenants will be notified, in writing, of any changes to their assessed rent and such changes will take effect from the date in the notification.

A tenant under a social housing tenancy agreement, whose rent rebate is cancelled, may apply to the NSW Civil and Administrative Tribunal (NCAT) for an order declaring that the rent payable under the agreement (or proposed social housing tenancy agreement for premises already occupied by the tenant) is excessive.

The tenant may do so within the period prescribed by the regulations after the cancellation of the rent rebate takes effect. This is in addition to any other provisions of the Act.

## Market Rent

Market rent is the amount a landlord might reasonably expect to receive, and a tenant might reasonably expect to pay, for a tenancy. It is determined based on the amount of rent charged for similar properties in similar areas. Market rent is the amount on the Residential Tenancy Agreement between HOME in PLACE and a tenant.

For social housing properties owned or managed by HOME in PLACE, the market rent is based on the median rent for the type and size of a property in the area where the property is located, it may be set using rent data for the Suburb or the Local Government Area. The median rent for social housing is determined by HOME in PLACE based on Rent and Sales Report data published on the DCJ website. HOME in PLACE reviews and updates market rents as applicable, annually.

For properties that HOME in PLACE rents from private landlords, the market rent is the rent we pay for the property. Market rents for leasehold properties are reviewed and updated in accordance with

the Residential Tenancy Agreement between HOME in PLACE and the private landlord and is updated when the rent HOME in PLACE pays for the property changes.

If the market rent changes, HOME in PLACE will give tenants notice in writing as required by the Residential Tenancies Act 2010. The notice period is 60 days + 7 days to allow for postage.

## Commonwealth Rent Assistance

[Commonwealth Rent Assistance \(CRA\)](#) is a payment from Centrelink for people who receive more than the base rate of Family Tax Benefit and who pay rent above a rent threshold limit set by the Commonwealth government. If a person is eligible for CRA this means that the amount of rent paid is based on a percentage of household income and 100% of the household CRA entitlement.

HOME in PLACE will calculate the amount of CRA that each household member is eligible for based on information about their income and how much rent they pay and include that amount when the rent is calculated.

## Rent Charging

HOME in PLACE calculate rent when a tenancy commences and will review tenant rents every 6 months.

HOME in PLACE will write to tenants and ask them to provide up to date income information for every household member aged 18 years and over. HOME in PLACE tenants are given 21 days' notice to provide income information before the rent review commences.

Rent is calculated using income details and the amount of household CRA. Tenants will be advised, in writing, of the new rent and the start date. If a tenant does not provide HOME in PLACE their household income details by the due date, they may no longer be eligible for subsidised rent and the rent they must pay may be set to market rent for the property. Rent payable by a tenant cannot exceed the market rent for the property.

## Calculating Rent

HOME in PLACE will calculate the rent payable by the tenant based on the assessable income of the household & the household CRA entitlement.

The [NSW Community Housing Rent Policy](#) sets out what is included in assessable income, this includes:

- Income from statutory payment (pensions/benefits/allowances)
- Any assessable supplement payment
- Wages or casual earnings
- Self-employment
- Any household member not eligible for a payment OR is eligible for a statutory payment but chooses not to apply for same, will be charged rent based on the statutory allowance amount.

## Example of rent calculation

**Tenant/subsidised rent payable by a tenant = (percentage of household income and assets) + 100%  
Commonwealth Rent Assistance (CRA)**

## Percentage of assessable income payable by different household members

The percentage of assessable income payable by different household members varies. The table below shows the percentage of income payable in social housing rent

Assessment Rate	Tenant/other household member
25%	The tenant, their spouse or live-in partner, irrespective of their age.
25%	All other household members 21 years of age or older
15%	People living in the household aged 18 – 20 year inclusive who are not the resident, their spouse or live-in partner.
15%	Family Tax Benefit Part A & B
Nil	Persons living in the household aged under 18 years who are not the tenant, their spouse or live-in partner are not assessed for rent setting purposes

The Home Purchase Assistance Scheme (HPAS) have different assessment rates to the those listed in the table above.

HPAS assesses 25% of household income up to, but not exceeding market rent. All CRA for HPAS is assessed at 25%.

## Social Housing Management Transfer (SHMT) specific rent assessment

HOME in PLACE is a community housing provider contracted to manage properties transferred by the DCJ under the SHMT program and must maintain the transferring tenant's rent setting environment at the time of transfer until the tenant's income changes and a new subsidy is assessed. This includes where a tenant is paying rent at a non-standard assessment rate which has been pre-approved by DCJ. After this time, HOME in PLACE can apply its own policy for assessing rent. If a transferring tenant is paying between 25% and 30% of their income in rent, or paying market rent, HOME in PLACE can continue charging this rate until the end of tenant's current lease, as long as the tenants income remains consistent with income eligibility for a rent subsidy and rent assessment rules in the **DCJ's Tenancy Charges and Account Management Policy Supplement**.

## Income from wages and casual earnings

Tenants and household members who receive wage or casual earnings must provide pay slips showing their current gross income per week. If a tenant or household member is also in receipt of a payment from Centrelink, they must provide Centrelink income statements for the same period as the payslips as all income will need to be used for the rent calculation.

If the tenant or household member work fixed hours per week, 4 weeks of pay slips must be provided. If a tenant or household member work casual hours and/or works overtime 12 weeks of pay slips must be provided. All pay slips must be current for the period.

If pay slips are not available HOME in PLACE can accept a signed letter from the employer, on the company's/organisation letterhead, providing clear details of the employee's gross weekly salary/earnings.

If a tenant or household member has given Centrelink consent to Option One (ICS Consent) and reported earnings are shown on their income statement, HOME in PLACE will use the income statements for the relevant period to calculate an average of the total income.

### *Self-Employed tenants*

Tenants and household members must provide their income details to HOME in PLACE to verify their eligibility for subsidised rent. The income details must be provided in accordance with the [NSW Community Housing Rent Policy](#).

One of the following types of information must be provided:

- Full version of a completed lodged Australian Tax Return from the Australian Tax Office (ATO) website. This must include all pages of the tax return that includes the person's income, expenses and interest earned for the financial year, or
- A profit and loss statement from an accountant, and
- Last three months bank statements showing transaction details from all investment for all accounts held for all business and personal accounts including savings and shares.

Self-employed income will be calculated on the income earned from the previous financial year.

### *Income from Centrelink or Veterans' Affairs*

Tenants and other household members must provide the current Income Statement from Centrelink (CIS) or the Department of Veteran Affairs (DVA).

If a tenant and/or household member has given consent to Centrelink consent to Option One, they do not need to provide an income statement as HOME in PLACE will download this directly from Centrelink.

### *Assessing income where an applicant or a household member receives an amount that is less than a statutory rate*

HOME in PLACE will assess people who receive an income that is less than the Jobseeker Allowance (or other benefit to which they would otherwise be entitled), as though they receive the appropriate statutory benefit for their age and household composition. This includes people who receive wages or salaries, or who are self-employed.

## *Assessing income where an applicant or household member does not receive a statutory income or receives a reduced statutory income.*

In accordance with the [NSW Community Housing Rent Policy](#) instances where, an applicant or household member receives no statutory income, or a reduced statutory income, because they:

- Have chosen not to apply for an income to which they are entitled, or
- Are not eligible to receive a statutory income because:
  - they have gone overseas;
  - they receive a Jobseeker Allowance, have not sought work and have become ineligible for further payments for a specified period;
  - they have received a compensation or other lump sum payment, or Centrelink deems them to have sufficient resources, and Centrelink expects them to use those resources for living expenses; or
  - have breached Centrelink requirements or are repaying a Centrelink debt.

HOME in PLACE will assume that the applicant or household member receives a statutory income and will base the eligibility assessment on the statutory payment to which that person would otherwise be entitled to receive.

## *Fluctuations in Income*

Where a tenant's income varies, and it not considered feasible to consistently change the tenant's rent assessment, it is possible to average the tenant's income over a 12 week period for the purposes of rent assessment. Such an assessment method will be approved by the relevant Executive Manager.

## *Proof of Income*

The tenant is responsible for providing HOME in PLACE with income details for all household members.

The tenant must provide proof of income for themselves and other household members who are 18 years of age or older. Proof of income must be original and can include:

Type of income	Acceptable proof of income
Income from Centrelink or Veterans' Affairs	Income statement from Centrelink or the Department of Veterans' Affairs
Wages/salary	Pay slips, a letter or statement from the employer showing the person's gross wage, tax, deductions, pay period and details for the person
Self-employed	Profit and loss statement completed by an accountant or a taxation return
Income from an overseas government, WorkCover or an insurance company/agency	Letter or statement from an overseas government, WorkCover or and insurance company showing all monies paid to tenant or household member
Income from investments	Statement or letter from a finance or investment company showing all income from investments

Type of income	Acceptable proof of income
Other	Letter/statement showing the type and amount of money received

If a tenant or household member has given HOME in PLACE consent to obtain their Centrelink income statement online, they do not need to give it to us.

Proof of income must match the type of income the person is receiving, for example, if a person receives a Centrelink payment, they must give us their Centrelink statement. The tenant must provide proof of all types of income. Proof of income cannot be more than 1 month old, except for tax returns for people who are self-employed which cannot be more than 13 months old.

### *Failure to supply income details*

Tenants who fail to provide verification of their household income will have their rental subsidy cancelled and will be charged according to one of the following rent calculation methods depending on the household income type/s:

- If the household assessable income source consists of government benefits or a mix of government benefits/employment or other private income and the tenant is housed under social housing tenancy guidelines, then the following method will apply:
  - The rent due will revert to market rent until such time as the relevant information is provided.
- If the household consists of family members where the main source of income is employment or other non- government benefits, but the household receive a rent subsidy:
  - The rental subsidy will be cancelled and the rent set to market rent until such time as the relevant information is provided.

*This rule does not apply to a tenant living in an NRAS property being charged an income based rent under the community housing rent policy (Asset Type "NRASSOCIAL") . For any properties in NRAS programs the amount of rent charged to the tenant must never exceed 80% of the market rent determined in accordance with the NRAS guidelines. If rent is charged above this threshold then the property will be non-compliant with the NRAS regulations and the entire annual NRAS incentive will be lost for that year and HOME in PLACE will be liable for any loss of incentive to a private landlord.*

### *Back Dating of Rent*

Where the rent increase is a result of tenant non-compliance with request for income information, this new rent will apply from the rent review effective date until the date income information is provided.

Once updated information is provided new rent will be calculated effective from the date the income information is received (*not backdated to the rent review increase effective date*).

Where it is deemed that there were exceptional circumstances relating to the tenant not complying with the request to supply updated income information or the tenant is eligible on grounds of hardship, the relevant Executive Manager may authorise a variation to the new rent effective date however must include a list of approved variations in monthly reporting.

## *Changes in household circumstances/income*

Tenants must notify HOME in PLACE within 21 days if there is a change in the household circumstances or income. Tenant must also provide all relevant income details required to calculate the change in the subsidised rent, if any. Failure to advise HOME in PLACE of changes in the household income or complement may result in formal tenant action.

## *Effective dates for rent charges*

HOME in PLACE uses the household income to calculate how much rent to charge, tenants must tell us within 21 days when their household income changes or the people in the household change.

When HOME in PLACE is told about income or household changes, the tenant will be asked to provide proof of income for the household and HOME in PLACE will review the amount of rent charged within 14 days of receiving the new income details. The tenant will be advised, in writing, of the new rent amount and the start date. The table below explains when new rent will start.

Rent Review Outcome	Situation	New rent start date
Rent increase	The tenant told HOME in PLACE about the change within 21 days	Postage notice is given
Rent increase	The tenant did not tell HOME in PLACE about the change within 21 days	The new rent will start on the date that the income changed
Rent decrease	The tenant told us about the change within 21 days	The new rent will start on the date that the income changed
Rent decrease	The tenant did not tell us about the change within 21 days	The date that the income was provided
Rent increase from periodic rent reviews	Tenants are given a minimum of 16 days' notice before the new rent comes into effect (15 days' notice is required for CL updates & letter must be issued prior to updates)	16 days plus 7 days postage from notice of rent increase.

The Chief Operating Officer, or delegate, can make decisions about rent start dates outside of this policy however these must be included in monthly reporting.

## **Reduced rent**

Tenants and other household members must pay their rent while they are away from the property. However, in some situations a tenant can ask us to reduce the rent that is charged to them. If a tenant or household member is approved for reduced rent, HOME in PLACE will charge that person \$5 per week when the household rent is calculated. For other people in the household, HOME in PLACE will still use their income to calculate the rent.



HOME in PLACE will only apply the \$5 rent in the following situations:

Situation	Details
No Centrelink income as spouse or partner earns too much.	The tenant or adult household member receives no other income and is not eligible for Centrelink benefits due to the income of their spouse/partner.
Youth Allowance / Abstudy and the Family / Parental means test	The tenant or adult household member is: Not eligible to receive Youth Allowance or Abstudy due to Centrelink's family / parental means test, and They are not considered to be economically independent by Centrelink, and They have no other income.
Sponsorship, 2 year waiting period or holding a temporary visa while waiting for DIMIA decision on immigration status	The tenant or adult household member receives no other income (or receives only Family Tax Benefits) and is not eligible for Centrelink benefits due to their immigration status. Every three months, HOME in PLACE will review the \$5 rent assessment.
Aged Care facility, rehabilitation, respite care or a refuge (or another safe place)	The tenant or adult household member's living expenses are increased because they are required to pay a fee for their accommodation while in an aged care facility, rehabilitation centre, respite care, or in a refuge (or another safe place) after leaving domestic violence. The tenant or adult household member must substantiate all claims for the minimum rent charge. The reduced rent will apply for a period of 3 months with an assessment conducted at the end of this period, an extension may be granted up to a maximum of 6 months. If a tenant is sent to (or voluntarily attends) a Drug and Alcohol Rehabilitation centre AND has to pay to stay, the rent may be reduced to \$5.00 per week for the term of the rehabilitation, however, continued eligibility must be assessed each three (3) months. Where there are other adult household members remaining in the property, their income is included in the calculation of the rebated rent
Incarceration	A tenant or approved household member who is in prison for three months or less is eligible for the \$5 minimum rent. The \$5 rent will be assessed at the end of the 3 month period and an extension may be granted up to a maximum of 6 months. If there are remaining family members residing within the premises are receiving income the rent is to be recalculated to take into consideration the reduction of income of the household. Tenants who go to prison for a period of more than six months must relinquish their tenancy. Where there are other household members, HOME in PLACE will review the circumstances of the household and consider whether another household member is able to succeed to the tenancy.

HOME in PLACE will not reduce rent when the tenant/household members are away for other reasons such as holiday or helping with immigration matters in their home country.

Rent reductions in the above circumstances must be approved by the relevant Executive Manager.

## Notification to tenants

Tenants will be notified, in writing, of any changes in their assessed rent and the date the changes start. A tenant can ask for a rent statement at any time and this will be provided within 7 days.

## Review of decisions

Decision about the calculation of rent subsidies, the cancellation of rent subsidies and eligibility for a rent subsidy are reviewable decisions. If an applicant is not satisfied with a service provided by HOME in PLACE or does not agree with a decision it has made, they can ask for a formal review. To do this the applicant can complete a Review of Decision (Appeal Request) form.

If an applicant is unhappy with the outcome of the review conducted by HOME in PLACE, they can lodge a second level appeal with the Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by employees of Community Housing Organisations and Housing NSW. For information on the Housing Appeals Committee call 1800 629 794 or go to [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au).

## 4. Responsibilities

All HOME in PLACE workers have an obligation to:

- familiarise themselves with and ensure they have a clear understanding of HOME in PLACE policies and procedures,
- observe and implement such policies, and associated procedures in delivering services to HOME in PLACE clients,
- inform HOME in PLACE's clients of the impact of this policy on them and assist them to understand their rights and obligations, as required,
- identify issues that require amendment to this policy document and complete the relevant documentation to propose any amendments, and
- report breaches of HOME in PLACE's policies or procedures.

The relevant Group Executive Manager is ultimately responsible to:

- ensure all stakeholders within their area of responsibility are informed about HOME in PLACE Policies and Procedures,
- ensure appropriate processes and controls are implemented to enable the correct application of and adherence to relevant policies and procedures, and
- ensure appropriate processes and controls are implemented to enable breaches of approved HOME in PLACE's Policy and Procedures to be reported and managed.

## 5. Implementation and Review

This policy is listed on HOME in PLACE's Controlled Documents Register and is a controlled document requiring approval of any changes. It may not be amended or shared outside HOME in PLACE without

approval. The policy is reviewed regularly and published on HOME in PLACE's SharePoint intranet once approved. Employees receive communications and training on new and reviewed policies and procedures.

HOME in PLACE complies with relevant contractual compliance obligations and jurisdictional laws and regulations when implementing this policy. Confirmation of internal compliance with this policy is undertaken regularly.

It is the responsibility of HOME in PLACE Group Executive Services ([GESAdmin@homeinplace.org](mailto:GESAdmin@homeinplace.org)) to maintain and update the HOME in PLACE's Master Policy Document, Policy Directory and the Policy Review Register, administer the review and approval process and inform and distribute new and amended policies and procedures once approved (refer PROC-011 Policy and Procedure Development Approval).

HOME in PLACE Workers should refer to [SharePoint Company Documents Policy and Procedure site](#) for the latest version which takes precedent over any uncontrolled version. If this document is printed, downloaded, or saved elsewhere from this site it becomes an uncontrolled version.

For further information contact the Responsible Officer listed under Document Information.

## 6. Resources and Related Documents

### *Related documents*

- Internal Review Policy (POL-001)
- Review of Decision (Appeal Request) form (FOR-001)
- Starting a Tenancy Policy (POL-025-23)
- CHS 123 Centrelink EVoR IC and CPY consent (FOR-042)
- Arrears and Debt Management Policy (POL-028-28)

### *Related legislation/standards*

- DCJ [NSW Community Housing Rent Policy](#)

#### COMMUNITY HOUSING LEGISLATION

- Housing Act 2001 (NSW)
- Community Housing Providers National Law (NSW)
- Community Housing Providers (Adoption of National Law) Act 2012 (NSW)

#### TENANCY MANAGEMENT LEGISLATION

- Residential Tenancies Act 2010 (NSW)

#### STANDARDS

- Australian National Community Housing Standards Third Edition May 2010

## 7. Definitions

Please refer to HOME in PLACE Glossary of Definitions for Policies and Procedures. Terms and definitions identified below are specific to this policy and are critical to its effectiveness:

Term	Definition
<b>Appeals</b>	A Community housing appeal is defined as ‘any expression of dissatisfaction with a decision made by a social housing provider to provide or not provide a service (such as housing, transfer or priority on the housing register) or, a decision relating to a tenant or service user’s dissatisfaction of a decision made by the organisation.’ An application for a decision to be reversed or overturned. Includes but is not limited to: • Allocation decisions; • Level of rent or rent subsidy; • Eligibility for a housing transfer; • Permission to undertake modifications; • Permission to keep pets; • Calculation of water charges;
<b>Compass</b>	Compass Housing Services Co. Ltd. Trading as HOME in PLACE and includes its related body corporate (as defined by section 9 of the <i>Corporations Act 2001</i> (Cth)) and as a charity with the <a href="#">Australian Charities and Not-for-profit Commission (ACNC)</a> .
<b>Complainant</b>	Person with a Complaint ongoing with HOME in PLACE.
<b>Complaints</b>	An expression of dissatisfaction with an aspect of the services provided by [Organisation], where the complainant is unhappy with the standard or type of service. Types of Complaint include: <ul style="list-style-type: none"> <li>• Where HOME in PLACE have failed to provide or there has been a delay or problem in providing a service;</li> <li>• Where HOME in PLACE have failed to follow or have been unfair or inconsistent in applying our policies or procedures.</li> <li>• Where HOME in PLACE have failed to keep Tenants informed, through lack of or insufficient information</li> <li>• Where there has been inappropriate behaviour or attitude from a HOME in PLACE Employee or contractor.</li> </ul>
<b>Director</b>	Has the same meaning as defined in the <a href="#">Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary</a> in Australia and as defined in the <a href="#">Companies Act 1992 Part 1 Section 2 Interpretation</a> .
<b>Employee</b>	A person engaged under an employment agreement or award by any company in the HOME in PLACE Group.
<b>Executive Manager</b>	Many positions within HOME in PLACE include the title “Executive Manager”. Regardless of whether an Executive Manager heads a Business Unit, the delegated authority of each Executive Manager depends on the functions and reporting relationship of the Business Unit for which the Executive Manager is responsible. Executive Managers should refer to the document HOME in PLACE Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold.
<b>HOME in PLACE</b>	Compass Housing Services Co. Ltd. Trading as HOME in PLACE and includes its related body corporate (as defined by section 9 of the <i>Corporations Act 2001</i> (Cth)). This includes Compass Housing Services Co (Queensland) Ltd Trading as HOME in PLACE and Compass Housing Services Co (Victoria) Ltd Trading as HOME in PLACE both of which are a wholly owned subsidiary of Compass registered in Australia.

Term	Definition
<b>HOME in PLACE (New Zealand)</b>	HOME IN PLACE (NEW ZEALAND) LIMITED (formerly Compass Housing Services (NZ) Co Ltd) is registered in New Zealand under the Companies Act and as a charity registered with Charities NZ under the Charities Act
<b>HOME in PLACE Group</b>	The corporate structure that includes HOME in PLACE (as the Parent Company) and the boards of Subsidiary Companies, Governance Committees and advisory groups as created from time to time.
<b>Household members</b>	Household members are other people who are approved to live in the property
<b>Independent contractor</b>	means a party engaged directly by HOME in PLACE pursuant to a contract for services. In the context of workforce engagements, this includes sole traders, companies, or partnerships with whom HOME in PLACE enters into an agreement for the provision of specified individuals to supply specific skills, services, or consultancy arrangements. It does not include individuals engaged through labour hire agencies. Independent contractors are not employees of HOME in PLACE.
<b>Landlord</b>	The person who grants the right to occupy a property under a Residential Tenancy Agreement
<b>Market rent</b>	Market rent is how much it would cost to rent the property privately and is the maximum rent that can be paid for a property.
<b>NSW Civil &amp; Administrative Tribunal (NCAT)</b>	An independent statutory body that resolves disputes including tenancy disputes. Order made by the NCAT are enforceable
<b>Officer</b>	Has the same meaning as defined in the <a href="#">Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary</a> in Australia and as defined in the <a href="#">Companies Act 1992 Part 1 Section 2 Interpretation</a> in New Zealand
<b>Parent Board</b>	The current directors of HOME in PLACE.
<b>Parent Company</b>	HOME in PLACE
<b>Residential Tenancy Agreement</b>	A legal agreement between a tenant and landlord
<b>Stakeholder</b>	person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity, may also be called 'interested party'.
<b>Stakeholder</b>	person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity, may also be called 'interested party'.
<b>Subsidiary Boards</b>	The appointed board of directors of a Subsidiary Company.
<b>Subsidiary Company</b>	A company in which HOME in PLACE owns all or at least a majority of the shares.
<b>Tenant</b>	The tenant is the person who signed the Residential Tenancy Agreement
<b>User</b>	any person or entity that use HOME in PLACE Information or ICT Assets.
<b>Worker (HOME in PLACE Group)</b>	a person engaged to carry out activities in any capacity for a company in the HOME in PLACE Group, including work as: <ul style="list-style-type: none"> <li>an Employee, or</li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>• an independent contractor or subcontractor, or</li> <li>• a worker of a contractor or subcontractor, or</li> <li>• a worker of a labour hire company who has been assigned to work in the person's business or undertaking, or</li> <li>• an outworker, or</li> <li>• an apprentice or trainee, or</li> <li>• a student gaining work experience, or a volunteer</li> </ul>
<b>Worker (HOME in PLACE)</b>	<p>has the same meaning as defined in the <a href="#">NSW Work Health and Safety Act 2011 No 10</a> Subdivision 2 Part 7 Meaning of 'worker' (1) A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:</p> <ul style="list-style-type: none"> <li>• an employee, or</li> <li>• a contractor or subcontractor, or</li> <li>• an employee of a contractor or subcontractor, or</li> <li>• an employee of a labour hire company who has been assigned to work in the person's business or undertaking, or</li> <li>• an outworker, or</li> <li>• an apprentice or trainee, or</li> <li>• a student gaining work experience, or</li> <li>• a volunteer, or</li> <li>• a person of a prescribed class.</li> </ul>
<b>Worker (HOME in PLACE QLD)</b>	<p>is 'a person who works under a contract and, in relation to the work, is an employee for the purpose of assessment for PAYG withholding under the Taxation Administration Act 1953 (Cwlth), schedule 1, part 2-5'. This applies to a person for whom PAYG tax instalments are required or would be required to be withheld by their employer.</p>
<b>Worker (HOME in PLACE VIC)</b>	<p>A worker is defined as an individual:</p> <ul style="list-style-type: none"> <li>• who             <ul style="list-style-type: none"> <li>— performs work for an employer or</li> <li>— agrees with an employer to perform work</li> </ul> </li> <li>• at the employer's direction, instruction or request, whether under a contract of employment (whether express, implied, oral or in writing) or otherwise or</li> <li>• who is deemed to be a worker by the legislation.</li> </ul>

## 8. List of Annexures

### Annexure 1

- NSW Community Housing Rent Policy  
[POL-025-27-1 Social Housing Rent Policy \(NSW\) Attachment 1 NSW Community Housing Rent Policy](#)

*End of Document.*