1. Purpose

To provide information on how HOME in PLACE manages all aspects of the allocations process for social housing and meets our contractual and legal obligations.

2. Scope

This policy applies to all HOME in PLACE social housing tenants, applicants, staff and contractors. Allocation of affordable housing is not covered in this policy. Affordable housing allocations can be found in the Affordable Housing Policy.

3. Policy Statement

HOME in PLACE offers social housing to people who are assessed as eligible for social housing and listed on the NSW Housing Register.

Housing Pathways is a partnership between the Department of Communities and Justice, the Aboriginal Housing Office, the Housing Contact Centre and participating Community Housing providers. Housing Pathways provides:

- Coordinated information about housing assistance
- A single application process
- A standard assessment process
- Common eligibility criteria for housing assistance
- A single waiting list known as the NSW Housing Register


In undertaking the management of the allocation of social housing, HOME in PLACE will:

- Ensure that all eligible people have equal access to housing
- Maintain a fair, needs based allocations process and non-judgemental attitude to all clients
- Provide an open and transparent allocations process
- Meet our funding commitments and the legal and regulatory requirements for all housing programs
- Coordinate access to social housing through Housing Pathways
- Make the most of housing resources

Housing allocations

General housing will be allocated to eligible people from the NSW Housing Register in line with Housing
Pathways’ policies. The register includes new applicants for social housing and tenants who have been approved for transfer from both the Department of Communities and Justice and participating Community Housing providers. Allocations will generally be made according to priority, date of application and the suitability of the available property.

**Non-standard allocations**

In some circumstances, HOME in PLACE may make non-standard allocation to fill vacant properties. A non-standard allocation is when an applicant is selected from the NSW Housing Register that may not have the highest priority.

Non-standard allocations may be made in the following circumstances:

- To meet the needs of someone who is at serious risk or in imminent danger
- For an approved urgent transfer including tenants being relocated for management purposes
- For a person with specific needs
- To meet internal or contracted strategic objectives
- For nominations from support agencies
- Where a property is difficult to allocate

Applicants for non-standard allocation will be supported by evidence and documented.

**Housing Registerable Persons**

HOME in PLACE will comply with the Social Housing Assistance Policy for Registerable Persons.

**Local allocation strategies**

HOME in PLACE may, at times, develop a local allocations strategy for a particular area or estate. This type of strategy will reflect the particular allocation needs of the local community or specific development conditions, for example, seniors living. Such a strategy may be implemented for vacancies when:

- There is a high concentration of community and/or public housing
- There is a high concentration of tenants with multiple health, social or economic issues
- There are existing tenancy management issues or a potential for them to develop
- There are existing identified issues which will be made worse if allocations are not carefully managed
- A property is hard to let

When allocating a property HOME in PLACE must consider the need to support the peace and quiet enjoyment of existing tenants and communities as well as any particular requirements of a property, for example, if it is disability accessible or is hard to let.

**Modified properties**

Modified properties will be allocated to people with a disability who demonstrate a need for specific property elements. The person or their household member must have documentation from a medical professional or
allied health care worker that supports their need for a property with modifications and the modification must
meet the needs of the person or their household.

Entitlements

We will offer and allocate properties that are suitable for the person and their current
household members. We will allocate properties to people based on the minimum bedroom
entitlements and allocating bedrooms for children shown in the tables below.

<table>
<thead>
<tr>
<th>Household composition</th>
<th>Minimum bedrooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single person</td>
<td>Studio/One bedroom</td>
</tr>
<tr>
<td>Couple</td>
<td>One bedroom</td>
</tr>
<tr>
<td>Single person or couple with one other household member</td>
<td>Two bedrooms</td>
</tr>
<tr>
<td>Single person or couple with two other household members</td>
<td>Two bedrooms</td>
</tr>
<tr>
<td>Single person or couple with three other household members</td>
<td>Three bedrooms</td>
</tr>
<tr>
<td>Single person or couple with four other household members</td>
<td>Three bedrooms</td>
</tr>
<tr>
<td>Single person or couple with five or more other household members</td>
<td>Four bedrooms</td>
</tr>
</tbody>
</table>

Notes: any request for variation to the above must be supported by appropriate medical documentation.

Allocating bedrooms for children

<table>
<thead>
<tr>
<th>Situation</th>
<th>How we allocate bedrooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children 18 years of age or older</td>
<td>Children 18 years of age or older are considered adults when determining the bedroom entitlement</td>
</tr>
<tr>
<td>Children of the same sex who are under 18 years of age</td>
<td>Children of the same sex who are under 18 years of age are expected to share a bedroom</td>
</tr>
<tr>
<td>Male and female children who are under 18 years of age</td>
<td>Male and female children are expected to share a bedroom until one of the children reaches 10 years of age</td>
</tr>
<tr>
<td>Children under the age of 2</td>
<td>We will not allocate an additional bedroom for a child under the age of 2</td>
</tr>
<tr>
<td>Children who may need a separate bedroom in 2-3 years’ time</td>
<td>We will, where possible, consider the current circumstances and future needs of children when allocating a property. Decisions regarding future needs will be made on a case by case basis according to the size and type of housing that is available in the area.</td>
</tr>
<tr>
<td>Children with special needs</td>
<td>We will allocate an additional bedroom where the tenant/applicant can demonstrate a need for same sex children or children under the age of 10 to have separate bedrooms</td>
</tr>
<tr>
<td>Shared custody/access visits from children</td>
<td>We will consider the children to be part of the household if they stay for 3 days or more per week. Formal documented evidence is required.</td>
</tr>
</tbody>
</table>

Offers of housing

Offers of housing are made based on the information in the application, applicants are responsible for ensuring
their application is up to date, this ensures any offers of housing will be appropriate. Applicants, including
transfer applicants, will usually receive two (2) reasonable offers of housing. Allocations are made based on information provided by the applicant. If there is evidence of false or misleading information provided by the applicant/tenant, HOME in PLACE may withdraw the offer of housing.

In allocating properties and determining the suitability of a property, HOME in PLACE will consider the information provided by the applicant and the property elements. At the time of offer HOME in PLACE will consider if:

- the property being offered is appropriate for the person’s current household needs
- there won’t be under or over occupancy
- the property location matches the applicant’s needs
- the property type will not have a negative impact on a person’s health or disability

HOME in PLACE will arrange a property inspection once an offer of housing is made, applicants/tenants will have two (2) days to consider the offer following the inspection and will be required to sign a residential tenancy agreement within five (5) days of accepting an offer of housing.

An offer is not reasonable if the property:

- has a negative impact on a medical condition or disability of an applicant or household member
- places the applicant or household member in an area that will put them at risk
- makes it difficult for the applicant or their household member to remain together

If an applicant does not accept an offer, they are required to complete the ‘offer response’ form and provide reasons for declining an offer of housing and any evidence supporting the decision. Based on the information provided, HOME in PLACE will determine if the reasons for declining the offer of housing are reasonable. If HOME in PLACE determines the reasons for declining the offer are not reasonable, the offer will count towards the number of offers the applicant is entitled to receive. If the reasons for declining the offer are deemed reasonable, the offer will be withdrawn and will not count towards the number of offers the applicant is entitled to receive. Applicants will be advised of any decisions made by HOME in PLACE.

Criteria for accepting, rejecting and withdrawing housing offers and suspending applications

<table>
<thead>
<tr>
<th>Situation</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer accepted</td>
<td>The person has accepted the property and must sign a residential tenancy agreement within 5 working days</td>
</tr>
<tr>
<td>Offer is rejected and is considered to be a reasonable offer</td>
<td>The offer of housing meets the matching requirements and: There are no grounds for suspending the person’s NSW Housing register application The person did not provide any new substantiated information to us about their needs within the required timeframe The person has declined the offer for a reason that we consider to be a personal preference because it does not directly impact on the person’s housing needs, for example - wanting a brick property</td>
</tr>
<tr>
<td>Situation</td>
<td>Evidence</td>
</tr>
<tr>
<td>-----------</td>
<td>----------</td>
</tr>
</tbody>
</table>
| - wanting floorboards, tiles or vinyl instead of carpet  
- wanting gas rather than electricity  
- not liking the neighbourhood  
- not liking the cladding, internal or external layout, design or colour scheme of the property  
- wanting a bath rather than a shower  
- wanting a different suburb (where the need for a particular suburb has not been established)  
- wanting a specific street  
- wanting to live near shops, family, school, church (where the need for a specific location has not been established)  
- wanting a different type of property (house, townhouse, villa or unit)  
- wanting us to match them to a property based on the needs of their pet | The person has declined the offer due to not liking, or being unwilling to accept, our requirements or the requirements of the type of the housing program, eg, type or length of lease; terms of the residential tenancy agreement. |

| Offer withdrawn | The person didn’t accept the property and we have determined that this decision is valid because, based on the information provided by the person, the property did not meet their needs. The person may be required to provide evidence that supports their decision such as  
- Letter from medical practitioner or health care provider  
- Letter from their support provider  
- Letter from their employer  
HOME in PLACE offered the property but now needs it for an applicant with more urgent needs;  
HOME in PLACE matched the applicant to the property but did not provide the details to the applicant because the applicant’s needs or circumstances had changed  
HOME in PLACE matched the applicant to the property but did not provide the details to the applicant because they did not meet the eligibility criteria  
The applicant decided not to accept an offer of a senior communities property, HOME in PLACE will change its records to show that the applicant should not be offered this type of property again |

| Application suspended | The person provided information demonstrating that they are temporarily in a situation where they are unable to accept an offer due to circumstances beyond their control. This includes, but is not limited to, situations where the person  
Is experiencing illness or is in hospital  
Is overseas or on holidays  
Cannot terminate a residential tenancy agreement |
### 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 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 for the latest version which takes precedence 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
- Eligibility for Social Housing Policy
- Housing Transfer Policy
- Review of Decisions Policy (Appeals)

Related legislation/standards
- Residential Tenancies Act 2010 (NSW)
- Residential Tenancies Regulation 2019

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:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeals</td>
<td>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;</td>
</tr>
<tr>
<td>Applicant</td>
<td>Is a person who has applied for Housing Assistance</td>
</tr>
<tr>
<td>Compass</td>
<td>Compass Housing Services Co. Ltd. Trading as HOME in PLACE and includes its related body corporate (as defined by section 9 of the Corporations Act 2001 (Cth)) and as a charity with the Australian Charities and Not-for-profit Commission (ACNC).</td>
</tr>
<tr>
<td>Complainant</td>
<td>Person with a Complaint ongoing with HOME in PLACE.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Complaints</strong></td>
<td>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: • Where HOME in PLACE have failed to provide or there has been a delay or problem in providing a service; • Where HOME in PLACE have failed to follow or have been unfair or inconsistent in applying our policies or procedures. • Where HOME in PLACE have failed to keep Tenants informed, through lack of or insufficient information • Where there has been inappropriate behaviour or attitude from a HOME in PLACE Employee or contractor.</td>
</tr>
<tr>
<td><strong>Director</strong></td>
<td>Has the same meaning as defined in the Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary in Australia and as defined in the Companies Act 1992 Part 1 Section 2 Interpretation.</td>
</tr>
<tr>
<td><strong>Employee</strong></td>
<td>A person engaged under an employment agreement or award by any company in the HOME in PLACE Group.</td>
</tr>
<tr>
<td><strong>Executive Manager</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>HOME in PLACE</strong></td>
<td>Compass Housing Services Co. Ltd. Trading as HOME in PLACE and includes its related body corporate (as defined by section 9 of the Corporations Act 2001 (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.</td>
</tr>
<tr>
<td><strong>HOME in PLACE (New Zealand)</strong></td>
<td>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</td>
</tr>
<tr>
<td><strong>HOME in PLACE Group</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Housing Pathways</strong></td>
<td>The way applications for housing assistance are managed in NSW</td>
</tr>
<tr>
<td><strong>Independent contractor</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Officer</strong></td>
<td>Has the same meaning as defined in the Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary in Australia and as defined in the Companies Act 1992 Part 1 Section 2 Interpretation in New Zealand</td>
</tr>
<tr>
<td><strong>Parent Board</strong></td>
<td>The current directors of HOME in PLACE.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Parent Company</td>
<td>HOME in PLACE</td>
</tr>
<tr>
<td>Stakeholder</td>
<td>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’.</td>
</tr>
<tr>
<td>Subsidiary Boards</td>
<td>The appointed board of directors of a Subsidiary Company.</td>
</tr>
<tr>
<td>Subsidiary Company</td>
<td>A company in which HOME in PLACE owns all or at least a majority of the shares.</td>
</tr>
<tr>
<td>Tenant</td>
<td>A person who signs the Residential Tenancy Agreement with HOME in PLACE</td>
</tr>
<tr>
<td>User</td>
<td>any person or entity that use HOME in PLACE Information or ICT Assets.</td>
</tr>
</tbody>
</table>
| Worker (HOME in PLACE)  | has the same meaning as defined in the [NSW Work Health and Safety Act 2011 No 10 Subdivision 2 Part 7 Meaning of ‘worker’](https://www.worksafe.nsw.gov.au/health-and-safety/laws-protection-at-work/nsw-health-and-safety-code-2011) (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:  
  • an employee, or  
  • an independent contractor or subcontractor, or  
  • an employee of a contractor or subcontractor, or  
  • an employee of a labour hire company who has been assigned to work in the person’s business or undertaking, or  
  • an outworker, or  
  • an apprentice or trainee, or  
  • a student gaining work experience, or  
  • a volunteer, or  
  • a person of a prescribed class. |
| Worker (HOME in PLACE QLD) | 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’](https://www.gov.au/taxation/taxation-administration-act-1953). This applies to a person for whom PAYG tax instalments are required or would be required to be withheld by their employer. |
| Worker (HOME in PLACE VIC) | A worker is defined as an individual:                                                  
  • who  
    – performs work for an employer or  
    – agrees with an employer to perform work  
  • at the employer’s direction, instruction or request, whether under a contract of employment (whether express, implied, oral or in writing) or otherwise or  
  • who is deemed to be a worker by the legislation. |

End of document.