

Eligibility Policy - Social Housing (QLD)

1. Purpose

This policy outlines the eligibility rules for social housing in Queensland.

2. Scope

This policy applies to all HOME in PLACE social housing tenants and applicants for housing.

3. Policy Statement

HOME in PLACE provides social housing to vulnerable people who are not able to access and sustain housing in the private market. As a registered Community Housing Provider, HOME in PLACE must apply the Social Housing Eligibility criteria.

Eligibility

In accordance with the Department of Communities, Housing and Digital Economy's (Queensland Government) social housing eligibility criteria, an applicant for housing assistance needs to either be:

- an Australian citizen
- a permanent resident of Australia
- have a Permanent Protection Visa or a Resolution of Status Visa
- qualify for permanent residency status through agreements between Australia and another country
- have a Bridging Visa and have applied for a Protection Visa or A Resolution of Status Visa
- on a Bridging Visa if you previously held a Temporary Protection Visa which has expired

(If an applicant has applied for permanent residency, Permanent Protection Visa or a Resolution of Status Visa, but is not yet a permanent resident, they may apply for social housing.)

Applicants must also:

- reside in Queensland (an exception may apply if the applicant lives in another state or territory and can provide evident that they are moving to Queensland)
- the applicant or other household members must not own or part own property in Australia or overseas
- meet the assets, independent income and household income limits

Information about asset and income limits can be found at www.qld.gov.au/housing

Applicants will need to provide information about their current housing situation and why it does not meet their household's needs, they will also need to demonstrate why they are unable to independently access and sustain stable housing.

Need to move reasons may include:

- being homeless or at risk of homelessness

- unsuitable location of current housing
- physical amenity of current housing does not meet the household needs
- current rent is unaffordable.

Complex wellbeing factors may include:

- being long term unemployed or experiencing periods of unemployment, being unable to work with high living expenses, or being employed and earning within the income eligibility limits for the household
- currently experiencing homelessness or have a history of being homeless on at least one other occasion within the last 3 years
- have had a tenancy that ended due to being evicted two or more times in the last 3 years, and/or
- have had multiple unsuccessful private rental applications, and/or
- there is no supply of appropriate housing in the private rental market

Ongoing eligibility criteria

Once housed, tenants must continue to meet the ongoing eligibility criteria which includes:

- housing income limits
- property ownership
- household need and match to property

Review of decisions

If a tenant or applicant is dissatisfied with a decision about their application for housing, they should first discuss this with staff at HOME in PLACE.

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 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 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 Policy and Procedures to be reported and managed

5. Implementation and Review

This policy is listed on HOME in PLACE 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 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 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 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

- Department of Communities, Housing and digital Economy Social Housing Eligibility Criteria
- Department of Communities, Housing and Digital Economy Tenancy Social Housing Tenancy Management Policy
- Application for Housing

Related legislation/standards

- Housing Act 2003
- Housing Regulation 2015
- Human Rights Act 2019
- Residential Tenancies and Rooming Accommodation Act 2008
- Residential Tenancies and Rooming Accommodation Regulation 2009

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
Appeals	<p>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.’</p> <p>An application for a decision to be reversed or overturned. Includes but is not limited to:</p> <ul style="list-style-type: none"> • 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;
Applicant	A person who has applied for housing
Complainant	Person with a Complaint ongoing with HOME in PLACE.
Complaints	<p>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:</p> <p>Where HOME in PLACE have failed to provide or there has been a delay or problem in providing a service;</p> <p>Where HOME in PLACE have failed to follow or have been unfair or inconsistent in applying our policies or procedures.</p> <p>Where HOME in PLACE have failed to keep Tenants informed, through lack of or insufficient information</p> <p>Where there has been inappropriate behaviour or attitude from a HOME in PLACE Employee or contractor.</p>
Employee	A person engaged under an employment agreement or award by any company in the HOME in PLACE Group.
HOME in PLACE	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.
Household members	People, other than the tenant, who have consent to live in the property and whose income is assessed for the purpose of calculating rent
Tenant	A person who signs the Tenancy Agreement with HOME in PLACE
Worker (HOME in PLACE)	<p>has the same meaning as defined in the NSW Work Health and Safety Act 2011 No 10 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> <p>an employee, or</p> <p>an independent contractor or subcontractor, or</p> <p>an employee of a contractor or subcontractor, or</p> <p>an employee of a labour hire company who has been assigned to work in the person’s business or undertaking, or</p> <p>an outworker, or</p> <p>an apprentice or trainee, or</p>

Term	Definition
	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'. This applies to a person for whom PAYG tax instalments are required or would be required to be withheld by their employer.

End of Document.