

# Eligibility and Allocation Policy (WA)

## 1. Purpose

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

## 2. Scope

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

## 3. Policy Statement

HOME in PLACE is committed to allocating properties in a way that:

- Ensures eligible people have equal access to housing;
- Maintains a fair, needs based assessment and allocations process and non-judgemental attitude to all clients;
- Makes the most of housing resources.

Allocations may include new applicants or tenants who have been approved for transfer. Applicants will be provided with clear information about the eligibility requirements for community housing, this includes income and assets eligibility.

### *Allocation principles*

HOME in PLACE will apply the following principles in its allocations processes:

- All eligibility assessments will comply with National and State laws regarding equal opportunity, anti-discrimination legislation and the relevant state housing eligibility framework;
- HOME in PLACE will adhere to all contractual arrangements that apply to program specific, funding or government stated eligibility criteria as stated in any such agreements. HOME in PLACE will allocate from waitlists and central registers in appropriate location and adhere to the agreement surrounding their use for allocation purposes;
- HOME in PLACE 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 peoples. Where programs allow, HOME in PLACE aims to allocate a set proportion of available housing to such groups.

### *Social housing*

General housing is allocated to applicants that are on the Department of Communities (Housing) joint wait list for accommodation and have indicated that they wish to be considered for Community Housing.

Applicants must indicate on their application that they wish to include community housing as a housing option.

## *Affordable housing*

Affordable housing is housing that is appropriate for the needs of low to moderate income households and priced so that these households are also able to meet other basic living costs such as food, clothing, transport, medical care and education. Applicants for affordable housing properties are required to meet and maintain income eligibility throughout the tenancy. Properties in the affordable property portfolio will be advertised on various platforms, for example, HOME in PLACE website, realestate.com. Prospective tenants will apply as they would for private rental market properties and will be required to provide completed applications including household composition and income/employment details.

## *Eligibility*

Prior to placement on the housing waitlist, applicants must meet the income and assets eligibility criteria for community housing. To find out more about the eligibility and assets limits go to [Community Housing Income and Asset Limits Policy this](#) link will provide you with up to date information on the current income and assets limits for both social housing and affordable housing.

General eligibility criteria also applies this includes:

- Must be an Australian citizen or permanent resident;
- Live in Western Australia
- Be registered with a Western Australian office of Centrelink, be employed or have a registered business in the state;
- Meet the Department of Communities' income limits (see above link);
- Meet identity requirements;
- Must be 16 years' of age or older;
- Not own property or land

## *Assessing income eligibility*

The assessment of gross household income is based on the evidence supplied by the applicant or tenant, this evidence includes:

- Centrelink payment statements
- Department of Veteran Affairs (DVA) payment statements
- Payslips
- Notice of Assessment from the ATO
- Statements from other income sources, for example, workers compensation payments, share dividends.

## *Matching*

HOME in PLACE will endeavour to achieve sustainable housing outcomes by considering the individual needs of applicants and the available properties.

Allocations decisions are made with care and diligence and with consideration of the program and/or contractual requirements under which the property is managed.

## *Supporting sustainable communities*

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

## *Targeting demographic groups*

HOME in PLACE 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 may also apply under various programs to some HOME in PLACE properties for exclusive use to partner support agencies.

## *Clients under 18 years of age*

Generally, an applicant must be at least 18 years of age before HOME in PLACE can consider them for social housing. However, HOME in PLACE will consider applicants between 16 and 18 years of age if:

- They meet all the general eligibility criteria for social housing;
- They have an income;
- Social housing is the best way to meet their accommodation needs;
- HOME in PLACE is satisfied they can meet their tenancy obligations; and
- The applicant is accompanied to the viewing and sign up by a legal guardian or appropriate support person (i.e. support agency case worker, Community Services representative etc.)

The process for handling complaints made by a child / minor or complaints from people with disability, families, carers, service providers may be generally managed in accordance with this policy however refer to the following for more information:

- HOME in PLACE POL-003-02 Child Safeguarding Policy
- HOME in PLACE PROC-012-02 Child Friendly Complaint Handling Procedure
- HOME in PLACE POL-003-03 Safeguarding People with A Disability Policy

## Review of Decisions

If an applicant for housing or current tenant disagrees with a decision made about eligibility or allocations, they should first speak to a Tenancy Relations Officer. If they are still dissatisfied, they may be able to seek a formal review of the decision. Tenants and applicants will be provided with information on how to seek a review, other avenues of appeal and contact details of services providing independent tenancy advice.

## 4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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