

Eligibility and Allocations Policy (Victoria)

1. Purpose

HOME in PLACE Victoria (HOME in PLACE VIC) has a selection process that is accountable, meets all legislative requirements, industry standards and guidelines and appropriately matches individual housing needs with available properties. Within this, HOME in PLACE VIC 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 HOME in PLACE VIC renters, applicants and properties managed by HOME in PLACE VIC.

3. Policy Statement

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

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

Allocations may include new applicants or renters who have been approved for transfer.

3.1 Information to renters and applicants

Renters and applicants are provided with clear and detailed information about the eligibility requirements (including income and assets), potential location and features of the accommodations available. An offer letter is provided to each customer with acceptance timelines for accepting the offer, acknowledging that in the instance the offer is not accepted it will be offered to the next eligible customer.

3.2 Allocation principles

- All eligibility assessments (of prospective applicants and current HOME in PLACE VIC renters) and at the time of allocating housing will be in compliance with National and State laws regarding equal opportunity and anti-discrimination legislation, as well as the Victorian Housing Register Eligibility Framework.
- HOME in PLACE VIC will adhere to any contractual arrangements that apply to program specific, funding or government stated eligibility criteria as stated in any such agreement. HOME in PLACE VIC will allocate from waitlists and central registers in appropriate locations and adhere to the agreements surrounding their use for allocation purposes.

- HOME in PLACE VIC will give priority allocation to housing to specific groups within communities who are at greater financial, cultural and/ or social disadvantage, including people with disabilities, people escaping domestic and family violence, people living in overcrowded or unsafe circumstances, aged and Indigenous people. Where programs allow, HOME in PLACE VIC Limited seeks to allocate a set proportion of all available housing to such groups.

3.3 Assessing income eligibility

The assessment of gross household income is based on the evidence supplied by the customer. This evidence includes:

- Centrelink payment information
- Payslips and Notice of Assessment from the Australian Tax Office (ATO)
- Statements from other income sources (for example workers compensation, shares)

HOME in PLACE VIC must be satisfied that the information provided is a true reflection of the household income including a minimum of:

- 13 weeks of pay slips
- A statement from Centrelink or the Department of Veteran Affairs showing the income the customer receives and when payments started
- 3 month Notice of Assessment from ATO or Certified Practicing Accountant

Up to date documentation to confirm the above criteria must be provided, noting that income and asset documentation must be less than 28 days old.

3.4. Other eligibility criteria

The following customers are not eligible to be housed with HOME in PLACE VIC:

- Previous renters of HOME in PLACE VIC with unattended debts
- Applicants who own realisable residential real estate
- Primary applicant is not an Australian citizen or permanent resident

3.5. Matching

HOME in PLACE VIC will endeavour to achieve sustainable housing outcomes by considering the individual needs of the customer and the available property.

Decisions are made with care and diligence and with consideration of the program and/or contractual requirements under which the property may be managed.

3.6 Supporting sustainable communities

HOME in PLACE VIC is committed to a balanced social mix of households in the community. HOME in PLACE VIC Limited has a commitment to helping build connected, thriving communities and seeks to empower its customers 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 VIC Limited always works towards any contracted or agreed specified allocation objectives.

3.7 Targeting demographic groups

HOME in PLACE VIC 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 are also applied under various programs to some HOME in PLACE VIC properties for exclusive use to partner support agencies.

Review of Decisions

If an applicant for housing or current renter 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. Renters 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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