



Tharawal Housing Aboriginal Corporation

Allocation Policy – Social Housing

Version Number:	2
Applies to:	Tharawal Housing Aboriginal Corporation Social Housing Properties
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Scope:

This policy applies to applicant/s and or tenant/s who are allocated a social housing property with Tharawal Housing Aboriginal Corporation (THAC). The policy should be read in conjunction with Housing Pathways Social Housing and Allocations Policy Supplement. <https://www.facs.nsw.gov.au/housing/policies/social-housing-eligibility-allocations-policy-supplement/chapters/sustain-a-successful-tenancy>

Purpose:

The purpose of this policy is to ensure THAC provides culturally appropriate housing to Aboriginal applicant/s and or tenant/s and their families. THAC will achieve this by:

- Open and transparent allocation process that is based on the needs of the applicants.
- Appropriate allocation of social housing resources in accordance with individual needs and government legislation.
- Understanding the needs of our applicant/s and or tenant/s and ensuring properties matched meet housing needs and requirements.
- Provide applicant/s and or tenant/s with information and access to social housing products and services in accordance with Housing Pathways.
- Provide a rap around housing service to Aboriginal people. This includes and is not limited to; medical, education, support, and social and emotion well-being.

This policy applies to all social housing properties managed by THAC.

General Principles:

THAC will ensure fair and equitable access to eligible Aboriginal people who are seeking social housing assistance. THAC adheres to the following principles in all aspects:

- Ensure clear policies, guidelines and procedures as well as easy access to relevant policies for all applicant/s and tenant/s.
- Ensure all information and records relating to applicant/s and tenant/s are confidential and records are kept secured and protected.
- Ensure that the THAC meets standards according to NRSCH compliance, Aboriginal Housing Office (AHO) policies, Community Housing Policies and legislative requirements.
- Ensure all allocations are documented and allocated in a timely manner to avoid long term vacate and loss of revenue.
- Ensure sufficient systems are put in place for monitoring compliance with NRSCH, AHO Policies, Community Housing Policies, THAC Policies and legislative requirements.
- Ensure all persons understand their rights and process to appeal decision made.
- Ensure allocating of AHO Social Housing properties is in line with Housing Pathways and followed correctly.



Policy:

This policy outlines how THAC allocates properties to applicant/s and or tenant/s. When allocating social housing properties to applicant/s and or tenant/s THAC will ensure the following

- The property meets the needs of the applicant/s and or tenant/s.
- That appropriate supports services are in place where applicable and practical.
- That the bedroom and property style meets the needs of the household.
- Appropriate use and allocation of available housing stock.
- Support and encourage a sustainable tenancy.

THAC currently manages properties on behalf of the AHO. To be eligible for an AHO managed property applicants must have a live Housing Application on the NSW Housing Register. The NSW Housing Register consists of new applicants and transfer applicants who have been approved for social housing by either DCJ Housing or participating Community Housing Providers. Social housing properties are allocated according to priority, date of application and the suitability of the property.

In accordance with Housing Pathways THAC will give priority to approved applicants on the Housing Register in the following situations:

- Tenancy Reinstatement
- Priority Transfer at RISK or medical
- Relocation Transfer

THAC does not currently own or manage its own social housing stock. Therefore there is no THAC waiting list.

Entitlements:

In accordance with Housing Pathways Social Housing Eligibility and Allocations Policy Supplement, Aboriginal applicants are entitled to access the following, providing proof of Aboriginality is confirmed:

- One extra bedroom to assist in meeting their family responsibilities. This is however subject to available housing stock.
- Placement on the waiting list for senior communities properties if 45 years or older
- If one or more household member is over the age of 55 years seek acceleration on the NSW Housing Register.

The below tables outlines bedroom entitlements based on household compliments:

Household Compliment	Minimum bedroom entitlement
Single person	Studio, one to two bedrooms
Couples	One or two bedrooms
Single person or couple with one additional person residing with them	Two or three bedrooms
Single person or couple with two or more persons residing with them	Two or three bedrooms
Single person or couple with three or more persons residing with them	Three or four bedrooms
Single person or couple with four or more persons residing with them	Three or four bedrooms
Single person or couples with five or more additional persons residing with them	Four bedrooms, if available five bedrooms. However, due to the limited five bedroom stock, more than likely a four-bedroom dwelling will be offered.



The below table outlines bedroom entitlement based on children:

Situation	Tharawal response
Shared bedrooms	<ul style="list-style-type: none"> • Same sex children up until the age of 18 years. • Male and female children can share a bedroom up until one reaches the age of 10 years.
Children who can't share a bedroom	An additional bedroom can be allocated in circumstances where there is evidence that children are unable to share a bedroom due to either medical reasons or a significant age gap.
Share custody of children	An additional bedroom can be allocated in circumstances where there is evidence the client has shared custody of children for 3 or more days a week.
Access visits from children	An additional bedroom is generally not allocated in situations where the client has less than 3 days access with children. Unless the client is able to demonstrate a need for an extra bedroom for access.
Children were there may be a need for a separate bedroom within 2-3 years	Consideration is given to the future needs of children on a case-by-case basis according to stock and location at the time.

Offers:

All applicants approved for social housing, including transfer applicants will be made two reasonable offers of accommodation, offers are made based on information provided by applicants and properties available at the time of the offer. All clients are responsible for providing up to date information to their housing provider. If a client provides false or misleading information, it is reasonable to withdraw any offers of social housing.

In allocating properties to applicants, the Housing and Compliance Project Officer will consider all aspects of the client's application and the property elements to ensure the most appropriate offer of housing is made.

Before an offer is made, THAC will ensure that:

- Confirmation of Aboriginality is on file for at least one household member
- The property size and type meets the applicant's needs
- The location of the property
- Medical needs and any modifications that may be required
- Social impacts on the applicant and current tenants
- Any future redevelopment or sales
- Matching and Offering a Property to a Client Policy Housing Pathways
<https://www.facs.nsw.gov.au/housing/policies/matching-offering-property-client-policy>

THAC will not make an offer of housing to an applicant if:

- The confirmation on file does not meet the AHO Confirmation Policy and the THAC Confirmation Policy
- The applicant is not Aboriginal and the household member confirmed as Aboriginal is no longer going to reside in the property
- The offer will adversely affect the applicants or household member's medical conditions
- The offer will place the applicant or household member at risk of harm
- The offer is going to have a negative impact on the applicants/household members and/or current tenant's social and emotional well-being.

Appeals:

If an applicant/s and or tenant/s believes the decision made by THAC was incorrect, they should first discuss their concerns with their local office. If the tenant still believes the decision is wrong the tenant has the right to ask for a formal review as per THAC Appeals and Review decision.



Responsibility:

Housing and Compliance Project Officer	<p>Obtain shortlist of approved applicants for AHO properties from DCJ Housing.</p> <p>Liaise and raise any concerns surrounding allocations with the AHO.</p> <p>Manage the allocation of vacate properties in a timely manner</p> <p>Monitor and review the allocation of properties to ensure policies are being adhered to.</p> <p>Conduct annual reviews of policies and make any necessary changes in accordance with policy and legislation changes.</p>
Housing Manager	<p>Ensure policies and procedures are being applied.</p> <p>Provide training to staff where applicable.</p> <p>Report to CEO any issues or matters that need to be escalated.</p> <p>Provide reports to the board on the allocation of properties including void and vacancy rate.</p>
Board	<p>Monitor the policies efficiency and effectiveness to ensure improve practice and positive outcomes for Aboriginal people.</p> <p>Report any findings and recommendation within its annual report.</p>

Reference:

Legislation:	Related Policy
<i>Residential Tenancies Act 2010</i>	Social Housing Eligibility and Allocation Policy Supplement
<i>Aboriginal Housing Act 1998</i>	Manage The NSW Housing Register Policy
<i>Residential Tenancies Regulation 2010</i>	Matching and Offering a Property to a Client Policy
	Community Housing Resource Allocation Policy
	Aboriginal Housing Access policy

Tharawal Housing Aboriginal Corporation staff must always adhere to the Confidentially Policy and Privacy Policy.