

Tharawal Housing Aboriginal Corporation

Vulnerable Tenant Policy

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Applies to:	Tharawal Housing Aboriginal Corporation
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Scope:

This policy applies to all tenants who may be vulnerable or at risk of becoming vulnerable. Tharawal Housing Aboriginal Corporation strives to assist and support tenants to ensure a sustainable tenancy. Tenants are treated with sensitivity and confidentiality.

Definition:

A vulnerable tenant may be someone whose tenancy is at risk due to a number of factors, which include, but not limited to:

- Arrears
- Debt
- Hoarding and squalor
- Ongoing nuisance and annoyance
- Mental health issues
- Disability
- Domestic or family violence
- Risk of losing children

Tenants experiencing one or more of these factors without receiving immediate and/or regular support may be at risk of losing their tenancy, illness or ongoing issues.

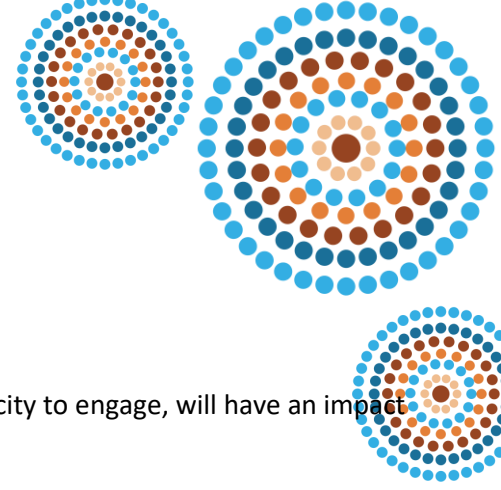
Identify Vulnerable Tenants:

The following factors should be considered when determining if a tenant is vulnerable or at risk of becoming vulnerable:

- The tenant's inability to pay rent and water charges on time.
- The tenant's inability to maintain their property.
- The tenant's inability to adhere to their obligations as set out in their tenancy agreement.
- The ongoing request for payment extension or payment plans.
- Self-assessment from the tenant and asking for assistance.
- A significant change in circumstance that has impact on the tenant's finances for example: health problems, death in the family, domestic/family violence, loss of employment and emotional well-being.

Responding to Vulnerable Tenants:

Tharawal Housing Aboriginal Corporation will work and monitor tenants who identify as being vulnerable or who have been identified to the organisation as being vulnerable. Tharawal Housing Aboriginal Corporation will make appropriate referrals to internal and external supports with the consent of the tenant or where permitted by law.



Depending on the crisis the tenant is experiencing and the tenant willingness/capacity to engage, will have an impact on the time frame and response.

Tenants who refuse to engage with support services will continue to be monitored by Tharawal Aboriginal Housing for ongoing risk. Tharawal Housing Aboriginal Corporation will increase engagement with the tenant through meetings, phone calls, home visits and inspections, in accordance with *the Residential Tenancies Act 2010*. Tharawal Housing Aboriginal Corporation respects a tenant's right to privacy and to decline support, however information will be disclosed to services where permitted by law.

Programs offered to assist Vulnerable Tenants:

Tharawal Housing Aboriginal Corporation not only manages tenancies but also has direct links to a wraparound service to assist and support tenants to improve their quality of life and access to support services:

Services available from Tharawal:

Social and Emotional Well-being Unit

- Drug and Alcohol Counselling
- Social Workers
- Psychologist
- Psychiatrist
- Youth Worker
- Bring them Home Counsellor
- Mental Health Workers
- Healthy Eating Programs
- Financial Assistance

Medical Services

- General Practitioner
- Specialists - Confirmation of Aboriginality required to use service
- Nurses
- Dental – Confirmation of Aboriginality required to use service
- Antenatal Care

Bullabulla

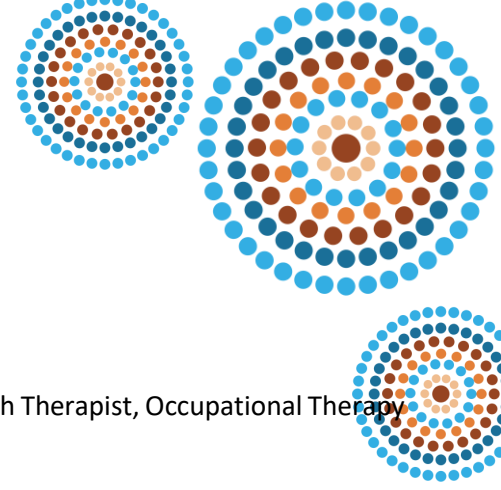
- Breastfeeding support for parents
- Nutritional and health education during pregnancy
- Immunisation
- Child health checks
- Antenatal and postnatal home visits

Dhiyaan Brighter Futures

- Family case management
- Early intervention
- Parenting programs and support
- Therapeutic activities

Waranwarin and Oorunga Wandarra

- Early Learning Centres



- Multi-disciplinary children health service including Child Psychologist, Speech Therapist, Occupational Therapy and Children’s Health Checks
- Developmental Paediatric Clinic
- Parenting Program
- Homework assistance K-4
- Family cooking classes
- Playgroups
- Early Links and support for children with additional needs.

It is acknowledged that tenants may not wish to access internal support services available, in these case tenants will be referred to external support agencies.

Programs offered by Tharawal Aboriginal Corporation may change from time to time. Tenants will be updated of any changes to programs and any additional financial support systems or services that become available.

Responsibility:

Housing Officer	<p>Support tenants to ensure sustainable tenancies.</p> <p>Link tenants to support services where appropriate.</p> <p>Raise any concerns with senior management.</p>
Housing and Compliance Project Officer	<p>Support staff and tenants to ensure sustainable tenancies.</p> <p>Develop and maintain positive relationships with internal and external services.</p> <p>Review policy annually to ensure compliance with any changes to legislations or police changes.</p>
Housing Manager	<p>Review decision in line with THAC Policies and Procedures.</p> <p>Develop and maintain key partnership.</p> <p>Ensure policy and all staff are trained in managing and dealing with complaints.</p> <p>Identify any trends and develop programs to support and assist tenants.</p>
CEO	<p>Monitor staff and ensure all staff are adhering to policies and procedures.</p> <p>Monitor and report to board any gaps in service provisions.</p> <p>Continue to develop and look for partnership opportunities to better support tenants and community.</p>



Board

Monitor the policies efficiency and effectiveness to ensure improve practice and positive outcomes for Aboriginal people.

Report any findings and recommendation within its annual report.

Reference:

Legislation:	Related Policy
<i>Residential Tenancies Act 2010</i>	Child and Young Person Policy
<i>Residential Tenancies Regulation 2010</i>	Domestic and Family Violence Policy
<i>Aboriginal Housing Act 1998</i>	
<i>Privacy and Personal Information Protection Act 1998</i>	
<i>Anti-Discrimination Act 1977</i>	