

# Tharawal Housing Aboriginal Corporation

## Allocation Policy – Social Housing

<b>Content:</b>	<b>Allocation Policy</b>
<b>Version:</b>	<b>3</b>
<b>Applies to:</b>	<b>Tharawal Housing Aboriginal Corporation</b>
<b>Date:</b>	<b>Endorsed by board 05/08/2025</b>
<b>Date Last Reviewed:</b>	<b>05/08/2025</b>
<b>Next Review Date:</b>	<b>05/08/2028</b>

### Background:

Tharawal Housing Aboriginal Corporation is a Community Housing Provider that specialises in providing social housing for Aboriginal and Torres Strait Islander People. Tharawal Housing Aboriginal Corporation aims to support Aboriginal and Torres Strait Islander people to successfully sustain tenancies by linking clients into support services where applicable. Tharawal Housing Aboriginal Corporation aims to educate Aboriginal and Torres Strait Islander people by providing pathways into improved housing outcomes delivered in a culturally appropriate manner.

### Scope:

This policy applies to applicants who are allocated housing with Tharawal Housing Aboriginal Corporation. 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:

- Ensure fair and equitable access to eligible people who are seeking social housing assistance.
- 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.
- Provide individuals with information and access to social housing products and services in accordance with Housing Pathways.
- Provide a wrap around housing service to Aboriginal People. This includes and is not limited to; medical, education, support, and social and emotion well-being.

### Housing allocations:

Social housing properties are allocated to people who have a live application on the NSW Aboriginal Housing Register. The NSW Housing Register consists of new applicants and transfer applicants who have been approved for social housing by either Housing NSW or participating community housing providers. Social housing properties are allocated according to priority, date of application and the suitability of the properties.

### Compliance

Residential Tenancies Act 2010  
Residential Tenancies Regulation 2010  
Anti-Discrimination Act 1977  
Disability Discrimination Act 1992  
Occupational Health and Safety Act 2000  
Aboriginal Housing Act 1998

### References

This Policy should be read in conjunction with Housing Pathways  
Matching and Offering a Property to a Client Policy  
Social Housing Eligibility and Allocations Policy Supplement  
**AHO:** Confirmation of Aboriginality Policy



Tharawal Housing Aboriginal Corporation specialises in housing for Aboriginal people. Properties are managed on behalf of Aboriginal Housing will only be allocated to applicants approved for Aboriginal Housing.

### Non-Standard Allocations:

In certain circumstances, Tharawal Housing Aboriginal Corporation may put forward a request for an applicant to be given a priority allocation whose turn has not been reached on the NSW Aboriginal Housing Register.

Tharawal Housing Aboriginal Corporation will only make a non-standard allocation in the following situations:

- An urgent transfer (generally at RISK)
- Management grounds transfer
- Specific allocation required for medical needs e.g. modifications or high locations needs
- Applicants who have demonstrated and provided evidence of serious risk or imminent danger.

### Waiting list:

Tharawal Housing Aboriginal Corporation manages the waiting list in accordance with the NSW Housing Register. Refer to The Housing Pathways Policy Managing the NSW Housing Register <https://www.facs.nsw.gov.au/housing/help/applying-assistance/nsw-housing-register>. Applicants approved for social housing will remain on the NSW Aboriginal Housing Register until a suitable property that matches their needs is allocated. Applicants will only be allocated a social housing property managed by Tharawal Housing Corporation if they are on the Aboriginal Housing Waiting List.

Tenants approved for a transfer by Tharawal Housing Aboriginal Corporation will be placed on the NSW Housing Register in accordance with priority and date application was lodged.

### Entitlement:

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:

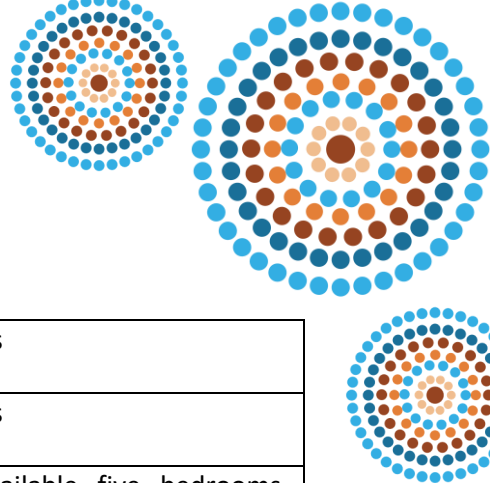
Household Compliment	Minimum bedroom entitlement
Single person	Studio, one to two bedrooms
Couples	One or two bedrooms
Single person or couple with one additional person residing with them	Two or three bedrooms
Single person or couple with two or more persons residing with them	Two or three bedrooms

### Compliance

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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"> <li>Same sex children up until the age of 18 years.</li> <li>Male and female children can share a bedroom up until one reaches the age of 10 years.</li> </ul>
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 housing.

In allocating properties to applicants, the Letting 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, Tharawal Housing Aboriginal Corporation 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

### Compliance

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Residential Tenancies Regulation 2010  
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- 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>

Tharawal Housing Aboriginal Corporation will not make an offer of housing to an applicant if:

- The confirmation on file does not meet The Aboriginal Housing Office 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.

If a decision is made not to allocate a property to a particular applicant, all information is clearly documented on the applicant's file. Tharawal Housing Aboriginal Corporation will ensure the following:

- Undertaken a pre-selection of applicant's needs to ensure appropriate allocation of housing
- Review any previous offers to ensure the current offer is reasonable and suitable to the applicant's/household needs
- Confirm any supports or case plans are still active to ensure a sustainable tenancy
- Confirm any medical or modifications needs to ensure the best suitable offer is made
- Make up to two reasonable offers to applicants
- Explain the offer process to all applicants and the impacts on not accepting an offer
- Provide applicants with all information they may need to provide before an offer can be made
- Provide applicants with access to view the property being offered
- Give applicants 48 hours to determine if they are going to accept or decline the offer
- Withdraw any offers made to applicants if it is determined that the offer made did not suit their needs. (This is determined at the discretion of Tharawal Housing Aboriginal Corporation, refer to reasonable rejections)
- Culturally appropriate allocations
- Disclosure of information pertaining to the property in accordance with the *Residential Tenancies Act 2010* when offering a property.

The below table outlines the criteria used by Tharawal Housing Aboriginal Corporation for accepting, rejecting, withdrawing and suspending applications.

Once a decision has been made, Tharawal Housing Aboriginal Corporation will update the outcome on the NSW Housing Register as per the Housing Pathways process.

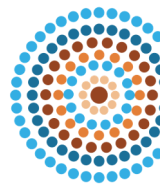
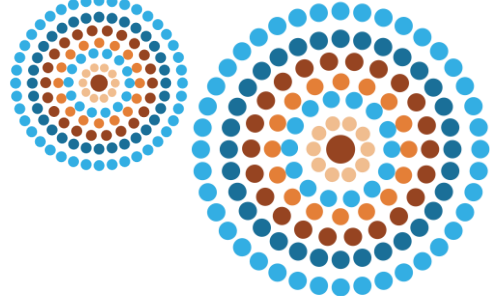
Outcome	Situation
Offers accepted	Once an applicant accepts an offer, Tharawal Housing Aboriginal Corporation will contact the client within 24 hours of the offer being accepted to arrange sign up.

#### Compliance

*Residential Tenancies Act 2010*  
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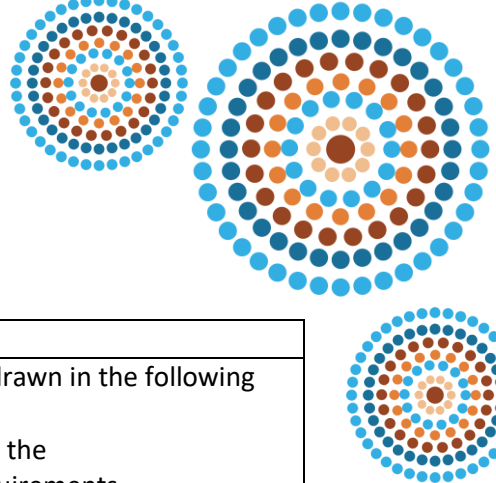
	Generally sign-ups will occur within 3 days of accepting an offer.
Offers rejected and considered to be a reasonable offer	<p>When an offer is made to an applicant matching their housing requirements and:</p> <ul style="list-style-type: none"> <li>• The applicant failed to provide new sustainable information about their housing needs within the required time frame.</li> <li>• There are no reasons for the application to be suspended on the NSW Housing Register.</li> </ul> <p>An offer is considered being reasonable by Tharawal Housing Aboriginal Corporation when an applicant declines an offer based on a personal preference that does not directly affect their housing needs. Common examples include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Wanting a property made out of brick</li> <li>• Wanting gas rather than electricity</li> <li>• Not liking the area</li> <li>• Wanting a bathtub rather than a shower</li> <li>• Wanting a senior property</li> <li>• Wanting a different suburb in the allocation zone chosen without a specific suburb need identified and approved</li> <li>• Not liking cladding, internal and external layout, design, or colour scheme of the property</li> <li>• Wanting to reside near shops, family , school, church where the need has not been previously established or approved</li> <li>• Wanting to live on specific floor in a block of units</li> <li>• Wanting a certain type of property e.g. house, townhouse, villa or unit</li> <li>• Wanting a yard or certain type of property to cater for pets</li> <li>• Wanting a specific street</li> </ul> <p>The applicant did not accept an offer that matches their housing needs because they did not like the property or being unwilling to accept the specific requirement of Tharawal Housing Aboriginal Corporation, for example:</p> <ul style="list-style-type: none"> <li>• Term of lease offered</li> <li>• Not responding to contact to confirm eligibility or needs at offer</li> <li>• Payment of rent in advance</li> <li>• Additional terms attached to the Residential Tenancy Agreement.</li> </ul>

#### Compliance

Residential Tenancies Act 2010  
 Residential Tenancies Regulation 2010  
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Offers withdrawn	<p>An offer will be consider to be withdrawn in the following situation:</p> <ul style="list-style-type: none"> <li>• The property does not meet the applicant's/household's requirements</li> <li>• The property does not meet the applicant's/household's medical needs</li> <li>• The property will have a negative impact on the client's social and emotion well-being</li> </ul> <p>Applicants are required to provide supporting documentation to confirm the property did not meet their needs such as:</p> <ul style="list-style-type: none"> <li>• A Medical Assessment Form</li> <li>• A letter from their doctor or health care provider</li> <li>• A letter from their support worker</li> <li>• A letter from their employer</li> </ul> <p>If an applicant declined the offer in accordance with the <i>Residential Act 2010</i> (NSW) relating to the <i>Residential Tenancies Regulation 2010</i> Clause 7 section (a) and (c).</p>
Application suspended	<p>An application for housing assistance will be suspended if the applicant demonstrates that they are temporarily in a situation where they are unable to accept an offer due to circumstances beyond their control. These circumstances include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Is overseas or on holidays</li> <li>• Is in prison, nursing home or rehabilitation facility</li> <li>• Is experiencing illness or hospitalisation.</li> </ul> <p>When an application is suspended, the client does not lose their position on the waiting list. It merely means no offers will be made until there application is made live again.</p>

### Appeals:

If a tenant believes the decision made by Tharawal Housing Aboriginal Corporation 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 Tharawal Housing Aboriginal Corporation Appeals and Review decision.

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