

Tharawal Housing Aboriginal Corporation

Allocation of Social Housing Procedures

Content:	Allocation of Social Housing Procedures
Version:	3
Applied to:	Tharawal Housing Aboriginal Corporation Social Housing Properties
Date:	Endorsed by the board 05/08/2025
Last Review Date:	05/08/2025
Next Review Date:	05/08/2028

Allocation Process:

When selecting a suitable applicant or tenant. The Housing and Compliance Project Officer must obtain a shortlist of suitable applicants from Department of Communities and Justice (DCJ) Housing. An email is to be set the DCJ 'Letting Team' outlining the details of the property so that a short list can be provided.

Once the shortlist is provided by DCJ the Housing and Compliance Project Officer is responsible for requesting an additional information from DCJ relating to the applicant or tenant.

Selecting a Applicant:

It is the responsibility of the Housing and Compliance Project Officer to ensure that when selecting a suitable applicant and or tenant the following is adhered to:

- The property met the long term needs of the applicant or tenant.
- Any medical issues that may impact the applicants or tenants ability to sustain a successful tenancy.
- That the property will not isolate the applicant and or tenant.
- Ensure that confirmation of Aboriginality is on file and meets the Aboriginal Housing Office Confirmation Policy and therefore THAC Policy.
- That the applicant or tenant is entitle to the property and met the social housing eligibility criteria.

Matching a client to a property:

When staff are allocating a property to a client, staff must ensure the allocation of the property meets THAC Allocation Policy.

The household compliment meets the below tables;

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 high demand of five bedroom homes and limited stock of this kind, those eligible for five bedrooms will also be offered four bedroom.



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 child reaches the age of 10 years.
Children who can not 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 restoration 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 availability and location at the time.

Making an Offer:

It is the role of the Housing and Compliance Project Officer to contact the applicant and or tenant and conduct a pre selection interview.

Pre Selection Interview:

- Confirm the applicants and or tenants household income
- Confirm the applicants and or tenants need for social housing
- Confirm Household Compliment

Providing the applicant and or tenants meets all of the above criteria the offer can be made. The applicant and or tenant is to be given the address of the property and a time frame of 24 hours to attend the local office to pick up the keys and view the property. Once the applicant or tenant has viewed the property the applicant and or tenant has 24 hours to advise if they will be accepting or declining the offer.

When a client accepts a property:

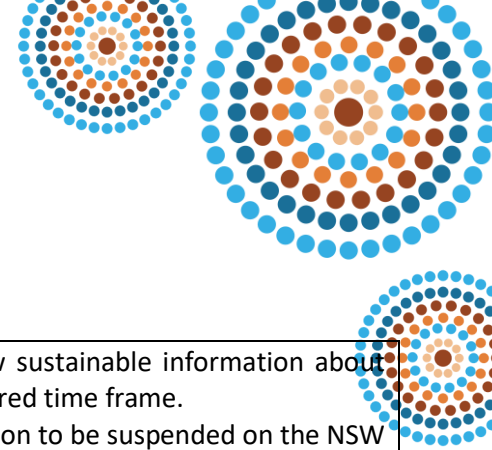
If an applicant and or tenant accepts a property, DCJ Housing is to be advised of the outcome of offer within 24 hours. The Housing and Compliance Project Officer is to arrange with the applicant and or tenant for sign up to occur within 72 hours of the offer being accepted to minimise vacancy rates.

What if a client rejects a property:

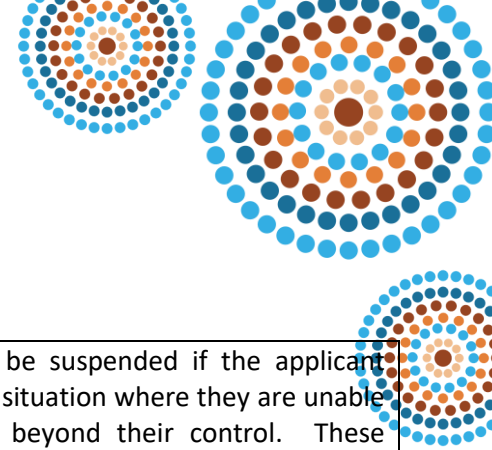
The below table outlines the criteria used by THAC for accepting, rejecting, withdrawing or requesting DCJ Housing to suspend an application pending a review.

Once a decision has been made, THAC will notify DCJ Housing of the outcome in order for the NSW Housing Register to be updated as per the Housing Pathways process.

Outcome	Situation
Offers accepted	Once an applicant accepts an offer, THAC will contact the client within 24 hours of the offer being accepted to arrange sign up. Generally sign-ups will occur within 3 days of accepting an offer.
Offers rejected and 'considered to be a reasonable offer'	When an offer is made to an applicant matching their housing requirements and:



	<ul style="list-style-type: none"> • The applicant failed to provide new sustainable information about their housing needs within the required time frame. • There are no reason for the application to be suspended on the NSW Housing Register. <p>An offer is considered reasonable by THAC when an applicant declines an offer based on a personal preference that does not directly affect their housing needs.</p> <p>Common examples include but are not limited to:</p> <ul style="list-style-type: none"> • Wanting a property made out of brick • Wanting gas rather than electricity • Not liking the area • Wanting a bathtub rather than a shower • Wanting a senior property • Wanting a different suburb in the allocation zone chosen without a specific suburb need identified and approved • Not liking cladding, internal and external layout, design, or colour scheme of the property • Wanting to reside near shops, family , school, church where the need has not been previously established or approved • Wanting to live on specific floor in a block of units • Wanting a certain type of property e.g. house, townhouse, villa or unit • Wanting a yard or certain type of property to cater for pets • Wanting a specific street <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 THAC, for example:</p> <ul style="list-style-type: none"> • Term of the ease offered • Not responding to contact to confirm eligibility or needs at offer • Payment of rent in advance • Additional terms attached to the Residential Tenancy Agreement.
Offers withdrawn	<p>An offer will be consider to be withdrawn in the following situation:</p> <ul style="list-style-type: none"> • The property does not meet the applicant's/household's requirements • The property does not meet the applicant's/household's medical needs • The property will have a negative impact on the client's social and emotion well-being <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"> • A Medical Assessment Form • A letter from their doctor or health care provider • A letter from their support worker • A letter from their employer <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"> • Is overseas or on holidays • Is in prison, nursing home or rehabilitation facility • Is experiencing illness or hospitalisation. <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 their application is made live again.</p>
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When a decision is made to not offer a property to a client:

If a decision is made not to allocate a property to a particular applicant, all information is clearly documented on the applicant's file. THAC 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 THAC, 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.

Rights of Appeal:

All applicant/s and or tenant/s must be made aware of the rights to appeal any decisions made relating to their allocation.

If an applicant/s and or tenant/s believes that the decision made by THAC does not meet policy or legislation they have the right to ask for formal appeal. Formal Appeals are reviewed by the Housing Manager in the first instance.

Applicants and or tenants can appeal the following decisions under this policy:

- Bedroom entitlements
- Location needs
- Modification or special housing requirements
- Property suitability

All appeals are handled in accordance with THAC Appeals Policy.



Conflict of Interest:

It is the responsibility of all THAC staff to declare any conflict of interest that may arise during the allocation process. If a staff member or board members has any personal relationship with the applicant and or tenant they must declare their conflict immediately and withdraw themselves from the process.

In accordance with THAC Conflict of Interest Policy staff must complete a Conflict of Interest Declaration Form.

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