



ACHL Eligibility and Allocation Policy (Version 1.0)

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1. Introduction

Aboriginal Community Housing Limited (ACHL) practise clear and transparent processes when allocating properties to tenants. This policy is to establish ACHL’s criteria for a person to be considered eligible at the time of allocation and ongoing eligibility defined within ACHL or program guidelines.

2. Aim

ACHL 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, ACHL conforms to agreed federal and state allocation policies as part of maintaining its registration to provide community or social housing in each jurisdiction.

3. Principles

3.1. Information to applicants

Prospective 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 applicant 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 applicant. Language support is also provided when advertising a vacancy if required.

3.2. Allocation and eligibility principles

- All eligibility assessments (of prospective and current ACHL tenants) and at the time of allocating housing ACHL will comply with National and State laws regarding equal opportunity and anti-discrimination legislation.
- ACHL will adhere to any contractual arrangements that apply to program specific, funding or government stated eligibility criteria as stated in any such agreement. ACHL will allocate from waitlists and central registers in appropriate locations and adhere to the agreements surrounding their use for allocation purposes.
- ACHL will apply systematic instructions and tools to ensure operational staff carry out their duties using fairness, transparency and in line with required Acts, Regulations and Standards.
- ACHL will allocate to specific groups within communities who are at greater financial, cultural and/ or social disadvantage, including Aboriginal and/ or Torres Strait islander people with disabilities, mental health issues, single parents, and aged/elders. These cohorts have access to ACHL housing as a set proportion of all available housing as per procedural guidelines. This is ensured by set procedural criteria within [State based] allocations procedures and rent setting programs [formulas] applied to ACHL housing stock.

3.3. Assessing income

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

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

ACHL must be satisfied that the information provided is a true reflection of the household income including a minimum of:

- 13 weeks of pay slips
- 4 weeks of Centrelink benefits
- Previous year Payment Summary (formerly group certificate) or;
- 3 month Notice of Assessment from ATO or Certified Practicing Accountant.

3.4. Other eligibility criteria

The following applicants are not eligible to be housed with ACHL:

- Previous tenants of ACHL with unattended debts
- Applicants who own realisable residential real estate.

3.5. Matching

ACHL will endeavour to achieve sustainable housing outcomes via consideration of the individual needs of the tenant and the available dwelling.

3.6. Decision making

Descriptions of the following procedures clearly set out the steps taken by tenancy staff:

- Decisions on allocations
- Eligibility criteria
- Authorisation of the allocation
- Handling of applications.

4. How ACHL will achieve these principles in practice—procedural overview

Documented Work Instruction guidelines are designed to ensure tenancy administration staff are able to assess eligibility and allocate properties to applicants, adhering to policy principles and work practices. These requirements are also necessary to ensure not only future tenants are housed successfully in ACHL's long term housing program but also to ensure the future capacity for ACHL to sustain tenancies in the long-term housing program. Tenancy administration staff undertake program induction, supervision and ongoing staff training. Program development and planning is undertaken on a quarterly and an annual basis and internal compliance and quality reviews are conducted by Corporate Services Department and National Operations to ensure service improvement and compliance with Performance Measures, ACHL Policy and Procedures, State Housing Authorities, Industry Benchmarks/Standards and Legislation.

4.1. Clarity of the information provided

All materials and formats used ensure information is easy to read, alternative formats are available and indicated in information. Forms, information documents and advertising materials are reviewed on a regular basis; this includes feedback surveys to our new tenants and annual feedback from surveying our current tenants. Improvement strategies are developed and implemented as needed.

4.2. Rent setting

ACHL ensures it provides clear and accurate information to tenants and prospective tenants regarding rent costs and other charges if applicable. However, from time to time, a tenant or prospective tenant may feel adversely affected by our decisions regarding our prescribed rental charges. If this situation arises, tenants or prospective tenants are encouraged to raise their concerns with their local ACHL office and in case it is needed, utilise ACHL's Complaints, Appeals and Feedback System, to ensure that we have taken their concerns into account and to ensure that their rent is fair, and financially sustainable.

4.3. Diversity

ACHL is committed to a balanced social mix of households in the community. Each State has aspirational allocation targets to ensure an equitable share of social mix is obtained in line with the companies Vision and Mission. ACHL works towards any contract or agreed specified allocation objectives at all times.

4.4. Targeting demographic groups and using Allocation process

ACHL applies target group ratios to properties it owns in its general property stock to ensure people with social and financial disadvantage will have appropriate consideration and priority. Nomination rights are also applied under various programs to some ACHL stock for exclusive use to partner support agencies. Partnership Agreements are reviewed on an annual basis.

Tenancy administration staff follow ACHL work Instruction guidelines in undertaking allocation processes. Allocations are made in accordance with State Legislation and contractual requirements. Allocations are overseen by Area Managers/Coordinators to ensure that a tenant who meets the eligibility criteria is suitably housed.

5. Related legislation, industry frameworks and standards, ACHL policy and procedures

5.1. Standards

National Community Housing Standards: Standard 1.2; Establishing and Maintaining Tenancies; Section 3 – Tenants Rights and Participation
Department of Human Services Standards: Section 1 - Empowerment

5.2. Legislation

Aboriginal Land Rights Act 1983 No. 42 (NSW)
Housing Assistance Act 1996 (COM)
Housing Act. 1983 (VIC)
Housing Act 2003 (QLD)
Queensland Human Rights Act 2019

5.3. Residential Tenancy Acts

Residential Tenancies Act. 1997 (VIC)
Residential Tenancies Act 2010 (NSW)
Residential Tenancies Act 1987 (WA)
Residential Tenancy Act 1997 (TAS)
Residential Tenancies Act 1995 (SA)
Residential Tenancies and Rooming Accommodation Act 2008 (QLD)

5.4. Codes, frameworks and agreements

The National Affordable Housing Agreement
OOH, Homelessness Assistance Program Guidelines and Conditions Funding 2006-2009 (VIC)
Consumer Charter for Community Managed Housing and Homelessness Services
Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services
Victorian Housing Register Allocations Framework
National Regulatory Code
Victorian Regulatory Framework
The Human Rights and Responsibilities Charter Act 2006 (VIC)
State Based Allocations and Applications Procedures
State funding and service contracts
Lease documentation as appropriate
Funding deeds (as appropriate)
State Housing Authority Allocations framework (as applicable)

Related legislation, industry frameworks and standards, ACHL policy and procedures (cont.)

5.5. ACHL related policies and processes

ACHL Housing and Homelessness Policies and Procedures

ACHL Customer Promise

ACHL Tenancy Manual

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