

# Allocation of housing

## Housing applications policy

**Policy section: 1.0**

**Section name: Allocation of housing**

**Policy: 1.1.2**

<b>Document name</b>	<b>Housing applications</b>
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## 1 Purpose

- 1.1** To outline the roles and responsibilities of Mission Australia Housing (MAH) staff involved in supporting applicants to apply for social, transitional and affordable housing in each operating state.
- 1.2** To outline the responsibilities of staff involved in assessing housing applications where applicable.

## 2 Related policies

- 2.1** This policy should be read in conjunction with the:
  - 2.1.1** Eligibility Policy, which outlines the eligibility requirements for housing programs currently delivered by MAH.

## 3 Scope

- 3.1** This policy applies to staff responsible for managing and undertaking the housing application process for MAH.

## 4 Guiding principles

- 4.1** MAH fully complies with the jurisdictional requirements of operating states.
- 4.2** MAH works with potential applicants to help them determine the most appropriate housing options.

- 4.3 MAH collects evidence which enables it to make sound decisions in relation to the suitability of housing applicants.
- 4.4 MAH provides assistance in order to support applicants to complete and where required lodge their **application for housing**.
- 4.5 MAH informs government and community partners of changes to the circumstances of applicants wherever required.
- 4.6 Applicants are given opportunities to appeal organisational decisions in order to ensure fair and transparent outcomes.
- 4.7 Record keeping practices of MAH ensure transparency and accountability.

## 5 Policy requirements in all operating states

- 5.1 Applicant information may be compiled in regular organisational reports only where identifying information is omitted as per the [Privacy and Confidentiality Policy](#).
- 5.2 Any personal information that is provided to MAH will be held in strict confidence unless disclosure is required by law or otherwise consented to in writing by the person subject of that information as per the [Privacy and Confidentiality Policy](#).
- 5.3 Staff will engage interpreters and/or other supports as requested or required in order to assist applicants to complete an application for housing or update an existing application for housing.
- 5.4 Staff will inform applicants of their right to complain about the services of MAH and/or to appeal organisational decisions as per the [Appeals Policy](#) and [Complaints Policy](#).
- 5.5 Staff will store in the appropriate tenancy or applicant management system:
  - 5.5.1 Applications completed by housing applicants of affordable housing programs including any supporting evidence
  - 5.5.2 Consent forms completed by housing applicants, or where applicable their guardians, authorising release of personal information to third parties.
- 5.6 New South Wales staff will store within HOMES:
  - 5.6.1 Applications completed by social housing applicants in NSW, including any supporting evidence.
- 5.7 Staff will refer to state housing authorities for storage on their system:
  - 5.7.1 Applications completed by social housing applicants in Tasmania and Queensland including any supporting evidence.

## 6 MA or MAH staff applying to live in MAH social or affordable housing

- 6.1** To avoid conflicts of interest, applicants are required to disclose to MAH at the time of making an application whether they work or volunteer for Mission Australia (MA) or MAH, and/or whether they have family or friends who work or volunteer for MA or MAH. In these cases, the application will not be able to be processed by MAH and will be sent to another office (either another community housing provider or state housing authority) for processing.
- 6.2** MAH staff will not be eligible to apply to live in MAH social or affordable housing properties.
- 6.3** Where MA staff are seeking to apply for social or affordable housing, the Applications Officer will speak to the Team Leader/Regional Manager about whether the applicant's role at MA could be in conflict with their tenancy if they were to be housed with MAH. Where there would be a conflict, or a perceived conflict, MAH will advise the applicant that they will not be eligible to apply to live in an MAH property, but that this will not affect their eligibility for housing with another community housing provider or state housing authority.

## **7 State and program based policy variations**

### **7.1 Roles and responsibilities of Mission Australia Housing in Queensland and Tasmania**

- 7.1.1** MAH is not responsible for approving applications for state based social housing programs in Queensland and Tasmania. Housing authorities in these jurisdictions are responsible for determining the eligibility or otherwise of applicants with reference to supporting information which MAH may provide.
- 7.1.2** MAH is responsible for approving applications for Commonwealth affordable housing programs in Queensland and Tasmania (NRAS).
- 7.1.3** Applicants may request staff assistance to complete and lodge their housing application where required. Each applicant will be required to complete a written application and provide any necessary evidence in support of their application. Where there is insufficient evidence of need, staff may not be able to assist applicants to lodge their application but may work with applicants to assist to understand the application requirements.
- 7.1.4** Wherever MAH receives a referral of an approved housing applicant from housing authorities in Tasmania and Queensland, MAH will:
- Reconfirm their eligibility for housing against applicable eligibility criteria, and where relevant, against any relevant housing program specifications
  - Interview each applicant in order to identify their housing needs.
- 7.1.6** Applicants are otherwise encouraged to advise MAH or their state housing authority of any changes to their circumstances or housing needs. Where applicants inform

MAH of a change, MAH will relay the change to housing authorities on their behalf with their written consent as per the [Privacy and Confidentiality Policy](#).

## **7.2 Roles and responsibilities of Mission Australia Housing in New South Wales**

- 7.2.1 MAH is responsible for assessing, approving and submitting applications for social housing in New South Wales. Applicants may receive an assessment where they do not intend to nominate MAH as their preferred provider, or to live in a geographical area not serviced by MAH.
- 7.2.2. MAH is also responsible for approving applications for affordable housing programs in NSW. All applicants will be required to complete a written application and to produce evidence substantiating their application for housing as per the [Eligibility Policy](#). MAH will not add an application to a housing waiting list where insufficient evidence has been submitted.
- 7.2.3 Where an applicant is contacted by MAH after they are placed on a social or affordable housing waiting list, they will be required to reconfirm their eligibility for housing.
- 7.2.4 Applicants may inform MAH of a change to their circumstances at any stage after they have submitted their application and request that their application be reassessed.
- 7.2.5 Social housing applicants who have had their application assessed by Housing NSW or another community housing provider may inform MAH of any changes to their circumstances and, where appropriate, HOMES will be updated to reflect any changes. This will only be possible where an applicant is not already in a public or community housing property and will not be possible for existing tenants who wish to transfer from their property to an alternative property.

## **8 Definitions**

**Application for housing** a written request completed by an applicant or their guardian which details any reasons for why they require housing and any relevant applicant housing specifications.