

PRIORITISING A HOUSING VACANCY

CSM 4.22

Purpose & Scope:

To outline the process of prioritising a client when a vacancy occurs at a Wintringham Housing site.

Responsibility:

Site Coordinators/Outreach/Housing Support Workers - are responsible for assessing whether their client(s) is suitable for the vacancy that has been advertised. If it is their site that has the housing vacancy, it is their responsibility to assess applications for priority, in consultation with their direct Manager.

Community and Housing Support Manager - is responsible for oversight of the program and for consultation on which applicant will be chosen to take up the vacancy.

Policy:

- Applicants will be assessed for priority and suitability when a Wintringham Housing vacancy is advertised, to ensure equity in the process of allocating housing.
- Wintringham adheres to the Victorian Housing Register (VHR) requirements set out in the Community Housing Allocations Framework.

Procedure:

1. ***Vacancy Available At A Housing Site***
 - 1.1 All housing support, outreach workers, the Advice and Info team and each Community Housing and Support (CH&S) Manager is advised of an upcoming vacancy.
 - 1.2 A member of the Tenancy team is to advise relevant CH&S Manager the approximate date the housing unit will be available.
 - 1.3 Once a vacancy becomes known, Advice and Info will scrutinise the VHR to identify appropriate applicants.
 - 1.4 The Advice and Info team will highlight any urgent or high priority referrals however, outreach workers and other Wintringham employees may elevate the urgency of a request for housing directly with the relevant CH&S Manager.
 - 1.5 The CH&S Manager will shortlist a list of applicants from:

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- Internal referrals nominated via the CSM Fm 4.22a Nomination for Housing Vacancy Form
 - Urgent referrals from the Advice and Information team derived from the VHR
- 1.6 The CH&S Manager will meet with the relevant site support staff to determine the most appropriate applicant. Where an internal referral has been unsuccessful, the reasons for that lack of success should be advised to the applicant, this will be done using the CSM Fm 4.22a Nomination for Housing Vacancy Form, with the original returned to the applicant and a scanned copy held at P:\WINT_FILES\Housing_Outreach\Unsuccessful Housing Applications.
- 1.7 Once a decision has been made, the CH&S Manager will notify the Advice and Info team who will make a housing offer via the VHR. To avoid relegation on the VHR CH&S Manager may choose to check that the housing offer will be accepted by the client BEFORE advising the Advice and Info team.
- 1.8 The site Tenancy Worker will upload onto CODA, the Nomination for Housing Vacancy form to each applicant who was put forth during the nomination process.

2. ***Factors Considered When Prioritising A Client***

- 2.1 Prioritising the short list will be in accordance with Wintringham's target group priority (L_M 46) as follows;
- Wintringham clients who are homeless or at risk of homelessness
 - Clients in the general community who are homeless or at risk of homelessness
 - Wintringham clients who are socially disadvantaged
 - Clients in the general community who are socially disadvantaged
 - When two clients are competing for one vacancy and meet the same target group priority, the client at greatest risk will be offered a place. Risk in this context will cover a range of issues with an emphasis on the risk presented by their general age, related frailty, risk of abuse, violence or self-harm, benefits the potential client will receive from being housed at the site and the social mix at the site. Consideration will also be given to clients who already have established links in the area.



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- 2.2 Mobility of a client if there are stairs leading to an upstairs unit.
- 2.3 Whether the client has a pet, and if the pet is suitable for the location of the unit.
- 2.4 Site issues that need to be considered (i.e. gender balance, behavioural concerns, frailty etc.)
- 2.5 Other restrictive circumstances that reduce the client's chance of accessing other types of housing (i.e. low income such as a Newstart payment that restricts private rental options, prior Office of Housing debts, etc.)
- 2.6 If a client is housed in a Wintringham property and requests a transfer, the Housing Transfer (TMM 1.7) policy should be used to guide the process.

References:

Aged Care Act 1997
Aged Care Quality Standards 2019
NDIA Act 2013
NDIS Practice Standards 2019
L_M 34 Privacy Policy
L_M 46 Admission Protocols
L_M Fm 35a Consent to Obtain and Exchange Information
CSM Fm 4.22a Nomination for Housing Vacancy Form
TMM 1.7 Housing Transfers

