

## 1.0 Eligibility for Long Term Housing Policy

### 2.0 Identification Grid

<b>Date first approved:</b> 30 April 2019	<b>Date of effect:</b> 30 April 2019
<b>Date last amended:</b> New	<b>Date of next review:</b> 30 April 2021
<b>Policy Owner:</b> GM Keeping Housing	<b>Portfolio:</b> Keeping Housing
<b>Content Owner (Author):</b> GM Keeping Housing	

### 3.0 Purpose

This policy outlines eligibility criteria for Launch Housing's long term rental properties in order to fulfil its social mission and to meet the terms and conditions of funding guidelines.

### 4.0 Definitions

VHR	The Victorian Housing Register is the state-wide common register for people seeking public housing and community housing. Launch Housing participates in the Victorian Housing Register (VHR).
DHHS	Department of Health and Human Services.
Applicant	Person who has applied for housing via the VHR or, where permitted by this policy, directly to Launch Housing.
Public Housing	Properties owned and managed by DHHS.
Community Housing	Housing owned or managed by a community housing association.
Targeted Social Housing	The properties that are considered Targeted Social Housing under agreements between Launch Housing and the Director of Housing.
VHR Eligibility Criteria	The VHR establishes who is eligible for social housing. The VHR Eligibility Criteria relates to: <ul style="list-style-type: none"> <li>• income eligibility;</li> <li>• asset eligibility;</li> <li>• Australian Citizenship or permanent residency; and</li> <li>• Victorian residency.</li> </ul>

### 5.0 Policy details

#### 5.1 Policy Scope

This policy applies to all long term rental properties owned or managed by Launch Housing.

It does not apply to:

- crisis accommodation;
- transitional housing managed by Launch Housing; or
- rental properties managed by HomeGround Real Estate.

#### 5.2 Policy Principles

5.2.1 Launch Housing complies with the Eligibility Criteria Operational Guidelines, which are the common eligibility criteria of the Victorian Housing Register, established by the Department of Health & Human Services. <https://fac.dhhs.vic.gov.au/eligibility-criteria>

- 5.2.2 The VHR eligibility criteria apply to all properties owned or managed by Launch Housing in Victoria, other than those properties which Launch Housing and DHHS have agreed are outside the scope of the VHR.
- 5.2.3 Launch Housing uses the VHR to register applicants for housing and allocate tenants to vacant properties. The VHR is used by the social housing sector to register all applicants for public and community housing in Victoria.
- 5.2.4 Launch Housing will:
- Only allocate long term housing to applicants who meet the eligibility criteria.
  - Communicate clearly to applicants and the community our eligibility criteria for long term housing.
  - Comply with its contractual, legal and regulatory obligations relating to eligibility for long term housing; and
  - Accept that all clients with a current VHR application will be taken by Launch Housing as having met the VHR eligibility criteria.
- 5.2.5 Where Launch Housing owns or manages housing under programs that are outside the scope of the VHR, then:
- Launch Housing will comply with any other legal or contractual obligations that apply to eligibility housing in that program; and
  - Launch Housing will communicate clearly with applicants and stakeholders as to the particular eligibility criteria that apply to that program.

## 6.0 Responsibilities

General Manager Keeping Housing	<ul style="list-style-type: none"> <li>• Ensure the policy is updated as per the regular policy review cycle or if there are changes to the compliance environment.</li> </ul>
Group Manager and Co-ordinator	<ul style="list-style-type: none"> <li>• Implementation of this policy and monitor staff adherence to the policy.</li> </ul>
Tenancy Manager	<ul style="list-style-type: none"> <li>• Responsible for the application and adherence to this policy.</li> </ul>

## 7.0 Relevant Legislation & External Documents

- Dept. Health & Human Services Eligibility Criteria Operational Guidelines  
<https://fac.dhhs.vic.gov.au/eligibility-criteria>
- Dept. of Housing Social Housing Income and Asset Limits  
<http://www.housing.vic.gov.au/social-housing-income-and-asset-limits>

## 8.0 Supporting Documents & Implementation Tools

- Launch Housing Allocation of Long Term Property Policy
- Launch Housing Rent Policy
- Launch Housing Rental Arrears Policy
- Launch Housing Hardship Policy
- Launch Housing Client / Tenant Complaints and Appeals Policy