

1.0 Transitional Housing Management Policy

2.0 Identification Grid

Date first approved: 30/04/2019	Date of effect: 30/04/2019
Date last amended: New	Date of Next Review: 30/4/2021
Policy Owner: GM Keeping Housing	Portfolio: Keeping Housing
Content Owner (Author): GM Keeping Housing	

3.0 Purpose

This policy outlines the management of Launch Housing transitional housing tenancies.

Transitional housing provides short term, subsidised housing to individuals and families in crisis as a result of homelessness or impending homelessness; during which time all tenants must engage with their support provider to secure long term housing options.

4.0 Definitions

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.
RTA	Residential Tenancies Act 1997.
Nomination rights	Refers to arrangements between Launch Housing and third party support providers where the support provider nominates applicants for certain vacant properties.
Public Housing	Properties owned and managed by DHHS.
Case Management	Case management within the homelessness service system is a collaborative client-focused approach to service delivery, aimed at working with clients to effectively meet individual need.
Case Management Plan	A personal plan outlining client goals and strategies for achieving these goals developed between the client and support worker.
THM	Transitional Housing Management.
Local Area Service Networks	Housing and support agencies funded to deliver homelessness services in local areas.

5.0 Policy Details

5.1 Scope

This policy applies to all transitional housing properties managed by Launch Housing. The housing is provided by DHHS and managed by Launch Housing in partnership with a wide range of support agencies.

5.2 Policy Principles

5.2.1 Transitional Housing Management responsibilities include:

5.2.2 Providing access to and delivery of transitional housing stock to tenants, in collaboration with the Local Area Service Networks and nominating agencies.

- 5.2.3 Ensuring tenants are supported to sustain their tenancies, in collaboration with Tenancy Workers and Support Workers.
- 5.2.4 All THM tenancies are managed in accordance with the Residential Tenancies Act (RTA).
- 5.2.5 Launch Housing will comply with the DHHS Homelessness Services Guidelines and Conditions of Funding.
- 5.2.6 Launch Housing will allocate housing that:
- Provides appropriate priority to households in immediate need of housing assistance.
 - Considers the health, safety and support needs of applicants.
 - Matches individual housing needs with available properties.
 - Supports sustainable and harmonious communities.

5.3 Allocation

- 5.3.1 Allocation of transitional housing is coordinated by the Launch Housing Prioritisation List Team.
- 5.3.2 Where nomination rights apply, Launch Housing will establish appropriate protocol agreements with agencies who have responsibility for nominating applicants for vacancies, to ensure timely and appropriate referrals.
- 5.3.3 Launch Housing will enter into a formal partnership with support providers to ensure that tenants have access to appropriate support over their tenure period, including development of tenant case plans and regular reviews to achieve a long term housing outcome.
- 5.3.4 All tenants must enter into a Residential Tenancy Agreement and an agreement with a support provider at the beginning of their tenure.

5.4 Housing Reviews and Exit Planning

- 5.4.1 Housing reviews and exit planning are undertaken regularly to discuss the tenant's current tenancy and exit plan towards securing long term housing. Housing reviews provide:
- Tenants with an opportunity to raise any concerns they have in relation to their tenancy and discuss their progress towards achieving their anticipated long term housing outcome.
 - Tenancy Workers with an opportunity to discuss the tenancy to date, reinforce conditions of the tenancy and highlight any tenancy issues (e.g. rent arrears, complaints or maintenance).

5.5. Complaints

- 5.5.1 If a tenant is dissatisfied with a Launch Housing service, the complaint process will be outlined to the complainant.
- 5.5.2 Complaints regarding tenant behaviour may come to the attention of Launch Housing via a property inspection, neighbour, Support Worker or Tenancy Worker. Launch Housing will work closely with the tenant, in conjunction with their Support Worker to ensure issues are resolved informally. If an issue cannot be resolved, a more formal process may be required as prescribed by the RTA.

5.6 Rent Calculation

- 5.6.1 **Launch Housing calculates rent as follows:**
- 5.6.2 Tenants 18 years and over - charged 25% of the household's income (e.g. payment or allowance) and 15% of Family Tax Benefit A & B if the tenant has children.

- 6.6.3 Tenants aged 15-17 years - charged \$15 per week if receiving an independent rate of Centrelink benefit; or \$7 per week if on the dependent rate.
- 5.6.4 Tenants under 18 years of age who receive a part benefit due to wages from part time work, or those with dependants, are assessed as per criteria for non-youth households.
- 5.6.5 Tenants aged 15-17 years who receive a part benefit due to wages from part-time work, or if they have dependents, the above criteria apply.
- 5.6.6 Working tenants – charged as per calculation based on the most recent consecutive payslips. (gross figure to be used to calculate the rent).

6.0 Responsibilities

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

7.0 Relevant Legislation & External Documents

- Residential Tenancies Act 1997
- Housing Act 1983 (Vic)
- DHHS Victorian Housing Register Operational Guidelines
- DHHS Income Criteria
- Homelessness Services Guidelines and Conditions of Funding
- Charter of Human Rights and Responsibilities Act 2006
- Housing Registrar Performance Standards for Registered Housing Agencies
- <https://providers.dhhs.vic.gov.au/rent-setting-registered-housing-agencies>

8.0 Supporting Documents and Implementation Tools

- Launch Housing Client / Tenant Complaints & Appeals Policy
- Launch Housing Neighbours and Community Policy
- Launch Housing Privacy Policy
- Launch Housing End of Tenancy Policy
- Launch Housing Rental Arrears Policy
- Launch Housing Tenant Recharge Policy
- Launch Housing Inspections Policy
- Launch Housing Repairs and Maintenance Policy
- Launch Housing Hardship Policy