

THE HAVEN FOUNDATION

HOUSING ALLOCATION POLICY

Purpose

This policy establishes the approach of The Haven Foundation to:

- Eligibility for its long term housing program
- The allocation of vacant properties in its long term rental housing portfolio
- Successful and sustainable tenancies and communities through the matching of applicants to properties.

Scope

This policy applies to all long-term rental properties owned or managed by The Haven Foundation. The policy does not apply to temporary or crisis accommodation.

Policy

THF will endeavour at all times to allocate its housing in a fair and equitable manner with regard to the eligibility criteria and NDIS requirements.

THF is committed to the following principles:

- Equality – all applicants will be treated equally regardless of gender, race, religious belief
- Responsiveness – THF will consider the needs of individual applicants
- Consistency – all applicants will be treated in a similar manner in accordance with the eligibility criteria
- Communication – THF will communicate clearly to applicants and the community as to who is eligible for long term housing.

Eligibility Criteria

The target group for THF housing is people with long term and enduring mental illness who are at the risk of homelessness. The general eligibility criteria is as follows:

- Must be diagnosed with a mental illness

- Want to live in an independent home environment
- Be assessed as having the potential to achieve a functional level of daily living skills and social function
- Be prepared to develop, review and work in accordance with a recovery plan
- Must be medically compliant
- Be receiving a disability support Pension (DSP)
- Must be eligible for an NDIS (SIL) package
- Be eligible for public housing
- Be over 18 with no dependents
- Meet housing association asset and income limits
- Involvement of a resident's carers and family be enthusiastically encouraged.
- Be compatible with other residents
- Not have a history of self-harm/harm to others
- Have no current drug and alcohol issues
- Would prefer residents to be residing in the area in which the Haven accommodation is located, or have family who reside in this area.

Allocations Target – Victorian Housing Register

Under the VHR's allocations framework, THF is required to meet an annual Priority Allocations Target. This requires THF to allocate 75% of vacancies in Targeted Social Housing to Priority Access applicants in each financial year. As not all of THF's properties are Targeted Social Housing, this Target is adjusted to that THF can make allocations across its portfolio in order to meet the Target.

Procedures

To meet the above policy objectives, THF has developed the following guidelines:

- THF will seek referrals from mental health service providers and health services for residency at Haven Foundation accommodation
- Prospective residents will complete a housing application form and submit to THF
- Applicants who meet the eligibility criteria will be considered for selection by THF and the service provider
- Shortlisted applicants and their families or carers will be interviewed by a panel
- Selected applicants will be notified of the panel's decision and must obtain an NDIS (SIL) package prior to taking up residency
- Selected applicants who are unsuccessful in obtaining an NDIS (SIL) package will not be allocated HF accommodation.

Appeals

Applicants who have been rejected for housing may appeal to THF if they believe that their application has been treated unfairly.