

| DATE OF REVIEW | AUTHORISED SIGNATURE |
|----------------------------|-----------------------------|
| See Version Tracking Table | |

TITLE **04.03 Housing Services Eligibility Policy**

SCOPE RQ Property Portfolio, Housing staff, Tenants

POLICY RQ provides timely, accessible and clear information about the eligibility criteria for RQ Housing Services housing portfolio.

PURPOSE RQ is committed to providing housing in an equitable manner to people most in need and who meet the eligibility criteria for each property type. The criteria are consistently applied to all potential applicants. RQ is non-discriminatory in our application and the process reflects the requirements of service/lease agreements and program specifications as prescribed by the funding body. The eligibility criteria are clearly stated in all promotional material and are consistently implemented.

RQ recognises the limitations of the organisation to provide a service to all applicants therefore will refer applicants that cannot be assisted to other suitable and appropriate organisations or agencies in the community wherever possible.

DEFINITION RQ - Roseberry Qld
GM - General Manager also refers to Acting General Manager
Staff - refers to all paid and unpaid workers
DHPW – Department of Housing and Public Works
RTA – Residential Tenancies Authority
RTRAA – Residential Tenancies and Rooming Accommodation Act 2008
CAP – Crisis Accommodation Program
LTCH – Long Term Community Housing
CMSU – Community Managed Studio Units
EEH - Employment and Education Housing

PROCEDURES **04.03.01 Eligibility Criteria for CAP Properties**

1. Eligibility criteria includes:
 - a) Must be homeless or at risk of homelessness,
 - b) Must be prepared to develop skills and knowledge necessary to transition to independent living,

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- c) Must meet regularly with RQ Transition to Independent Living (TIL) Worker if aged between 16 – 25 years,
 - d) Have negligible support needs unless prior arrangement has been made with another agency to provide the required support to maintain the tenancy
 - e) Have suitable household size for the accommodation i.e. single, couples and couples with one child,
 - f) Have the capacity to source and maintain independent accommodation as RQ CAP Accommodation is time limited.
2. This housing is time limited to not more than 14 weeks, however, where necessary, and with a clear exit strategy developed, this timeframe can be extended in consultation with Housing Officer and the Housing Services Manager. Refer to 04.05 Housing Services Tenancy Agreement and Duration of Need Policy.

04.03.02 Eligibility Criteria for LTCH and CMSU

1. All applicants must meet the relevant State or Federal Government agency/ies eligibility for housing assistance criteria and be listed with them for housing assistance. Eligibility criteria is around 5 key areas:
- Residency
 - Property
 - Liquid assets
 - Independent income
 - Household income, and
 - Appropriateness of current housing situation.
2. Detailed information regarding eligibility criteria can be accessed online.

04.03.03 Eligibility Criteria for EEH

1. Eligibility criteria includes:
- a) Be an Aboriginal or Torres Strait Islander person from a community considered as remote or recently relocated from such a community,
 - b) Be 18 years of age or older, and
 - c) Be able to provide evidence of:
 - An offer of full-time enrolment in an approved course with a TAFE, training organisation or university, or
 - An offer of full-time employment or training which is on-going or has the prospect of leading to sustainable employment opportunities.

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2. All applicants are to complete the EEH Application Form as well as be listed for Housing Assistance with the relevant State or Federal Government agency/ies.

04.03.04 Continuing Eligibility (LTCH, CMSU)

1. Tenant's household eligibility and circumstances will be reviewed annually in conjunction with the annual Rent Review.
2. In reviewing household circumstances, the Housing Officer will consider:
 - a) Household composition which may involve a decrease (underutilisation) or increase (over utilisation) in the number of people residing in the household. If the household composition changes, the tenant is required to advise RQ
 - b) Property no longer matches tenants needs e.g. Mobility issues;
 - c) Income changes, usually refers to a household income exceeding the eligibility criteria for social housing. Household combined income must not exceed the threshold determined by the relevant State or Federal Government agency/ies and
 - d) The impact of anti-social behaviour as per the DHPW Social Housing Eligibility Criteria Policy 2018.
3. RQ will consider each situation on a case by case basis to determine the most appropriate course of action, which considers the needs of the tenant, the organisation and regulatory requirements. The negotiated solution will consider the tenancy status in relation to the needs of the tenant and household, the ongoing viability of the property, other household circumstances (income). Possible solutions include but are not limited to:
 - o Tenant may apply for transfer (internal/external),
 - o Tenant may seek property ownership or private rental,
 - o Tenancy terminated with RQ with a negotiated period of up to 12 months, for the tenant to find other accommodation, and
 - o Consideration of a property upgrade to respond to tenants changing needs.

04.03.05 Continuing Eligibility for EEH

1. EEH tenants become ineligible for the EEH housing if they:
 - a) Become unemployed for more than 3 months,
 - b) The training and education opportunity is completed or the tenant discontinues.

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2. In reviewing household circumstances, the Housing Officer will consider:
 - a) The length of time the tenant will be unemployed,
 - b) Opportunity and capacity of the tenant to engage or re-engage with a training or education opportunity within a 3-month time frame.

3. If tenant is unable to continue to meet the eligibility requirements RQ Housing Staff will terminate the tenancy within a negotiated period of up to 3 months and:
 - a. Assist the tenant to seek property ownership or private rental,
 - b. Assist the tenant with application for Social Housing Assistance or other housing options).

04.03.06 When Someone is Not Eligible for RQ Housing:

Applicants who are ineligible for RQ services are provided referrals, information and advice about other avenues of assistance and encouraged to return to RQ if their circumstances change

ACCOUNTABILITY RQ Housing Officer, Tenants

EVALUATION METHOD Complaints register
 Tenant exit interview
 Tenant surveys

OTHER RELATED POLICIES / DOCUMENTS Queensland Housing Act 2003
 Queensland Housing Regulations 2003
 DHPW Duration of Need Policy
 01.15 Conflict of Interest Policy
 02.09 Correspondence and Communication Policy
 02.16 Client Feedback Policy
 02.19 Ethical Decision-Making Policy
 03.01 Client Eligibility Policy
 03.02 Client Information and Access Policy
 03.04 Privacy and Confidentiality of Information Policy
 03.05 Client Rights Policy
 03.06 Termination of Client Services Policy
 03.12 Documentation Policy
 03.17 Home and Community Meetings Policy
 03.03 Internal and External Co-ordination of Client Services Policy
 06.06 Anti-discrimination Policy
 RQ Housing Services Housing Interview and Assessment Form (LTCH and CMSU)

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RQ Housing Services Housing Interview and Assessment Form
 (CAP)
 EEH Program Specifications
 DHPW Housing Services Social Housing Eligibility Criteria Policy
 (effective 1 January 2014).
 Homelessness Program Guidelines, Specifications and
 Requirements 2017

| Policy Review and Version Tracking | | | | |
|---|----------------------|-------------------------------|--------------------|----------------------|
| Review | Reviewed Date | Policy Amended: Yes/No | Approved By | Date Approved |
| 1 | 22/05/2018 | Yes | RQ Board | 05/06/2018 |
| 2 | 16/03/2020 | Yes | RQ Board | 27/06/2020 |
| 3 | December 2020 | No | N/A | N/A |

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