

## 04.03 HOUSING & HOMELESSNESS SERVICE ELIGIBILITY POLICY

### SCOPE

RQ Property Portfolio, Housing staff, Tenants

### POLICY

RQ provides timely, accessible and clear information about the eligibility criteria for RQ Housing and Homelessness 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/S

|                 |                                                                                                                             |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------|
| RQ              | Roseberry Qld                                                                                                               |
| General Manager | Also refers to Acting General Manager                                                                                       |
| Workforce       | Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium. |
| Staff           | Refers to paid staff, graduates and student placements.                                                                     |
| DCHDE           | Department of Communities, Housing and Digital Economy                                                                      |
| RTA             | Residential Tenancies Authority                                                                                             |
| RTRAA           | Residential Tenancies and Rooming Accommodation Act 2008                                                                    |
| LTCH            | Long Term Community Housing                                                                                                 |
| CMSU            | Community Managed Studio Units                                                                                              |
| EEH             | Employment and Education Housing                                                                                            |

### PROCEDURES

#### 04.03.01 Eligibility Criteria for LTCH and CMSU

- 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.
- Detailed information regarding eligibility criteria can be accessed online.

#### 04.03.02 Eligibility Criteria for EEH

- Eligibility criteria includes:
  - Be an Aboriginal or Torres Strait Islander person from a community considered as remote or recently relocated from such a community,
  - Be 18 years of age or older, and

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- c) Be able to provide evidence of:
  - o An offer of full-time enrolment in an approved course with a TAFE, training organisation or university, or
  - o An offer of full-time employment or training which is on-going or has the prospect of leading to sustainable employment opportunities.
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.

### 04.03.03 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 DCHDE 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.

### 04.03.04 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.
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).

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### 04.03.05 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

Review of RQ policies as per [01.10 Policy and Procedure Development and Review Policy](#).  
[02.23 Quality Evaluation & Improvement Policy](#)

Complaints Register

Tenant Exit Interview

Tenant Surveys

### LEGISLATIVE COMPLIANCE

[Queensland Housing Act 2003](#)

[Queensland Housing Regulations 2003](#)

[Residential Tenancies and Rooming Accommodation Act 2008](#)

### RELATED DOCUMENTS

[DCHDE Social Housing Program Specifications](#)

[01.15 Conflict of Interest Policy](#)

[02.09 Correspondence and Communication Policy](#)

[02.16 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](#)

[06.05 Discrimination and Harassment Prevention Policy](#)

RQ Housing Services Housing Interview and Assessment Form (LTCH and CMSU)

RQ Housing Services Housing Interview and Assessment Form (CAP)

EEH Program Specifications

[DCHDE Housing Services Social Housing Eligibility Criteria](#)

[Homelessness Program Guidelines, Specifications and Requirements 2021](#)

### DOCUMENT CONTROL

| Category            | Current document details                             |
|---------------------|------------------------------------------------------|
| Document owner      | RQ Board                                             |
| Current author/s    | Sherrie Stringer                                     |
| Status              | Approved                                             |
| Version number      | V3.0                                                 |
| Timeline for review | Annually or as required                              |
| Date of next review | February 2024                                        |
| Storage             | Document Library/Policies/4.Service Delivery Housing |

## 04.03 HOUSING & HOMELESSNESS SERVICE ELIGIBILITY POLICY

| Review Date | Version | Summary of Changes        | Approved By and Date |            |
|-------------|---------|---------------------------|----------------------|------------|
| 22/05/2018  | V1      |                           | RQ Board             | 05/06/2018 |
| 16/03/2020  | V2      |                           | RQ Board             | 27/06/2020 |
| 03/02/2023  | V3      | Minor Updates-CAP removed | General Manager      | 10/02/2023 |