

H1. HOUSING WAITING LIST - APPLICATIONS

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	2.0
Section:	Housing - Reviewing Applications (Condensed)
Applies To:	Board, Management and Staff of all IAC Services
Date:	October 2015 (Review October 2018)

Background and Purpose

The IAC's Housing policies articulate our aims, goals and philosophies in providing housing services for Aboriginal tenants and their families. They explain how the Illawarra Aboriginal Corporation works with its staff and other agencies to ensure that our tenants are afforded the best and most appropriate services and that we meet all of the requirements of the Aboriginal Housing Office and the Office of Community Housing.

Application for Housing

The Illawarra Aboriginal Corporation maintains a Housing Waiting List for Aboriginal clients that meet and continue to meet the eligibility requirements. Due to the high demand and limited stock of housing, it may take some time for suitable housing to become available.

Clients that wish to be added to our Housing Waiting List need to contact our Housing Office and arrange to complete the following forms:

- Applicant Consent to Exchange Information
- Applicant Waiting List Application

After a client has submitted their application documents, we will arrange a meeting to discuss the application and to review supporting documents listed on the application form.

Eligibility

Clients will need to meet our eligibility criteria before they can be added to our waiting list or considered for housing. Refer to our Housing Waiting List - Eligibility policy.

Complaints and Appeals

All clients are entitled to provide feedback or to make complaints and appeals about our Housing processes. Complaints and appeals could relate to:

- Being rejected for housing based on Eligibility criteria
- Being overlooked for suitable housing that was allocated to another applicant
- Being removed from the Housing Waiting List by being uncontactable or for unreasonable behavior to IAC staff.
- Other relevant Housing issues

Refer to our Complaints and Appeals policy.

COMPLIANCE

This policy complies with:

- NSW Housing Act 2001

REFERENCES

This policy should be read with:

- **Housing Pathways** "Eligibility for Social Housing Policy", Housing Pathways "Children and Young People At Risk Policy"
- H2. Housing Waiting List - Eligibility
- Complaints and Appeals Policy