

## H4. HOUSING WAITING LIST - UPDATES

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.

### Eligibility Review

The IAC contacts clients waiting for housing every 6 to 12 months to make sure their contact details are correct and to ask if they wish to remain on our waiting list. We do this by sending out an Applicant Waiting List Update form.

Clients must return this form within 28 days of receipt. If the form is not returned we will make one further attempt to contact the client for return of the form. The Board will consider removal from the Waiting List if the client does not return the form with updated information. If this happens the applicant must submit a new application to be relisted on our Waiting List and will lose their previous waiting time.

### Up to date information

*Clients must tell us within 28 days of changes to their household circumstances such as:*

- A change of address or phone number
- A change in household income
- The birth of a child
- A change in the number of people in the household
- A change in the client's preferred area
- A change of name
- Factors affecting the type of property and location required, such as a medical condition or disability
- A change in property ownership or assets

When new information is provided to us, we will review that information to determine if a reassessment of the client's application is required, or if a change can be made to the client's record without a reassessment.

Reassessment is required if the client's circumstances have changed in a way that may affect their eligibility for housing. In some cases, applicants may need to attend an interview as part of the re-assessment process. We will advise clients in writing of the outcome of their reassessment.

If a client is no longer eligible for housing or transfer, their application will be closed.

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### COMPLIANCE

*This policy complies with:*

- NSW Housing Act 2001

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### REFERENCES

*This policy should be read with:*

- **Housing Pathways** "Eligibility for Social Housing Policy", "Social Housing Eligibility and Allocations Policy Supplement"
- **National Regulatory Code** - 1. Tenant and housing services