

H5. HOUSING WAITING LIST - CLOSURE & REACTIVATION

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.

Closing an application

We may close applications for social housing or transfer for the following reasons:

- At the client's written request
- When the client is housed, or in the case of a transfer, the applicant is rehoused, by FACS or a community housing provider participating in Housing Pathways
- When the client is ineligible for admittance to our waiting list
- When a client on our waiting list has become ineligible to remain on the waiting list
- When a client has directly rejected, or rejected by non-response, their allocated number of reasonable offers of housing
- When a client waiting for housing does not respond to our waiting list update requests
- When a client does not respond to contact relating to their application as requested
- Following a review of a suspended (non-active) application, where:
 - ◊ The client has previously seriously threatened or abused social housing staff, or intentionally engaged in conduct that objectively caused social housing staff to feel intimidated or harassed, and
 - ◊ The client has not demonstrated a change in those behaviours

When an application is closed, a client may request to be re-listed on our waiting list. In this case the client will need to submit a new Applicant Waiting List Application form and their waiting time will commence from the new application date.

A closed application for social housing can be reactivated if the client meets the criteria for reactivation. If reactivation of the client's application is approved, in most cases, their waiting time will be reinstated back to the registration date of their closed application.

Reactivating a Closed Application

There are some situations where we may agree to reactivate a closed application for housing and start the client's waiting time from the registration date of the closed application, or reinstate an offer due to the client not responding to contact.

The client must meet the following criteria:

- The application was closed in error; or
- The client's application was closed because their household income was over the social housing eligibility limits at a point in time, but the household income did not continuously exceed the eligibility limits for more than 12 months; or
- The application was closed because the client did not respond to the Waiting List Update request, or other documented request to either:
 - ◊ Confirm their continued interest in remaining on our Waiting List
 - ◊ Provide information necessary to assess their continuing eligibility for IAC housing
- The application was closed because a rejected offer was counted towards the total number of offers that the client is entitled to, and that offer was counted as rejected because the client did not respond to attempts to contact them to confirm the client's eligibility prior to an offer being made and the client can demonstrate that an exemption should apply

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Exemptions

The exemptions are:

- The applicant was in hospital, respite care, a disability support facility or rehabilitations facility or other institution
- The applicant is homeless and was unable to access their mail during the 28 day period
- The applicant was unable to access their mail during the 28 day period due to escaping domestic or family violence or a family break up
- The applicant was away for 28 days or more due to family bereavement or family care
- The applicant was in custody at the time contact was attempted

If a client requests that their closed application be reactivated or an offer be reinstated, they must provide evidence to support their request.

If the client is able to support their request, their application will be reactivated without needing to fill out a new Applicant Waiting List Application Form to demonstrate that they still meet our eligibility criteria. In this case, the client will retain their waiting time from the registration date of the closed application. However, if a client advises their circumstances have changed, and that change indicates the clients housing needs have changed since the application was closed, this change may require reassessment.

Unsatisfactory behaviour of clients

Clients or members of their household may become ineligible if at any time they:

- Seriously threaten or abuse IAC staff, or
- Intentionally engage in conduct that objectively causes IAC staff to feel intimidated or harassed

We will warn a client that we may not consider the client's application for housing if the behaviour continues. We will record incidents of serious and inappropriate behaviour on the client's file.

We must be satisfied that the client will not repeat the behaviour before making any decision about the client's continued eligibility.

COMPLIANCE

This policy complies with:

- NSW Housing Act 2001

REFERENCES

This policy should be read with:

- **Housing Pathways** "Managing the NSW Housing Register Policy"
- **National Regulatory Code** - 1. Tenant and housing services, (a) determining and managing eligibility, allocation, and termination of housing assistance