

POLICY TITLE: Transitional Housing Management

Policy Category:	Operations / THM
Date Authorised by Exec:	April 2019
Policy Owner	COO
Review Responsibility:	Head of Integrated Services
Date Last Reviewed:	January 22
Next Review Date:	January 24
Version:	January 2023
Related Policies:	Client Privacy Confidentiality Policy, Preventing Debt and Recovering Arrears Policy, Communications and Contact Policy, Duty of Care Policy, Unaccompanied Youth Policy, Centrelink Confirmation eService Policy, Feedback Complaints and Appeals Policy, Child Safe Policy; Code of Conduct;
Related SOP:	Appeals Issues Resolution Process, Neighbour Nuisance Complaints SOP; Crisis SOP, Abandoned Goods SOP; Child Protection SOP
Related Forms:	Prioritisation Grid, THM Tenancy Agreement, Vacancy Notification Form, Initial Assessment Plan V5
Related Standards:	Child Safe Standards; Human Services Standards (to be replaced by the Social Services Standards in 2024); Housing Registrar Performance Standards for Registered Housing Agencies.
Laws	Residential Tenancies Act 1997; Housing Act 1983 (VIC), Charter of Human Rights and Responsibilities Act 2006; Privacy and Data Protection Act 2014 (Vic)
Guidelines	DFFH (Department of Families, Fairness and Housing) Victoria Housing Register Operational Guidelines; DFFH Income Criteria, Homelessness Service Guidelines and Conditions of Funding;

PURPOSE:

This policy outlines the management of Haven; Home, Safe’s transitional housing tenancies.

BACKGROUND:

Transitional housing provides short term, subsidised housing to individuals and families in crisis because of homelessness or impending homelessness; during which time, all tenants must engage with their support provider to secure long term housing options. The housing is provided by DFFH and managed by Haven Home Safe in partnership with a wide range of support agencies.

SCOPE:

This policy applies to all transitional housing properties managed by Haven; Home, Safe.

DEFINITIONS:

DHHS	Department of Health and Human Services
Applicant	Person who has applied for housing via the VHR (Victorian Housing Register) or, where permitted by this policy, directly to Haven; Home, Safe.
HHS (Haven Home Safe)	Haven Home Safe
VHR	Victorian Housing Register
Nomination Rights	Refers to arrangements between HHS and third-party support providers where the support provider nominates applicants for certain vacant properties.
RTA	Residential Tenancies Act 1997
Public Housing	Properties owned and managed by DHHS
Case Management	Case management within the homelessness service system is a collaborative client-focused approach to service delivery, aimed at working with clients to effectively meet individual need.
Case Management Plan	A personal plan outlining client goals and strategies for achieving these goals developed between the client and support worker
THM	Transitional Housing Management
LASN (Local Area Service Networks)	Local Area Service Networks. Housing and support agencies funded to deliver homelessness services in local areas.
TPM (Tenancy and Property Manager)	Tenancy and Property Manager

POLICY:

THM Responsibilities

HHS will provide access to and delivery of transitional housing stock to tenants in collaboration with LASNs (Local Area Service Networks) and nominating agencies and ensure tenants are supported to sustain their tenancies, in collaboration with TPMs (Tenancy and Property Manager) and Support Workers. All tenancies within the THM program will be managed in accordance with the RTA and will comply with the DHHS Homelessness Service Guidelines and Conditions of Funding.

HHS will allocate housing that:

- Provides appropriate priority to households in immediate need of housing assistance
- Considers the health, safety, and support needs of applicants
- Matches individual housing needs with vacant properties
- Supports sustainable and harmonious communities

1. Allocation

Allocation of transitional housing is coordinated by the Allocations Officer.

Where nomination rights apply, HHS will establish appropriate protocol agreements with agencies who have responsibility for nominating applicants for vacancies, to ensure timely and appropriate referrals. An allocation may only be considered upon referral from a partnered support agency. Clients may not self-refer for Transitional Housing Managed properties. HHS will enter a formal partnership with support providers to ensure that clients have access to appropriate support over their tenure period, including development of client case plans and regular reviews to achieve a long-term housing outcome. All renters must sign a Residential Rental Agreement including an agreement to engage with their support provider at the beginning of their tenure.

2. Housing Reviews and Exit Planning

Housing reviews (including Routine Property Inspections) and exit planning are undertaken regularly to discuss the current tenancy and exit plan towards securing long term housing. Housing reviews provide renters with an opportunity to raise any concerns they have in relation to their tenancy and to discuss their progress towards achieving their anticipated long term housing outcome. Housing reviews also provide Tenancy & Property Managers and the renter with an opportunity to discuss the tenancy to date, reinforce conditions of the tenancy and highlight any tenancy issues (e.g., rent arrears, exit planning barriers, complaints, or maintenance).

3. Complaints

All renters are provided with information regarding HHS's Complaints Management Policy at their tenancy sign up. This information is provided in a 'sign up pack' and includes how to make a complaint regarding Neighbour nuisance as well as Service Delivery Complaints and the Complaints and Appeals Process.

Complaints regarding renter behavior may come to the attention of HHS via a property inspection, Neighbour, or support worker. HHS will work closely with the renter in conjunction with their support worker to ensure issues are resolved as quickly as possible. If an issue cannot be resolved through discussion and mediation a more formal process may be required as prescribed under the Residential Tenancies Act.

4. Rent Calculation

HHS calculate THM rent as follows:

- Tenants 18 years and over – charged 25% of the household's income (e.g., payment or allowance) and 15% of Family Tax Benefit A & B if the tenant has children.
- Tenants aged 15-17 years – charged \$15 per week if receiving an independent rate of Centrelink benefit; or \$7 per week if on the dependent rate.
- Tenants under 18 years of age who receive a part benefit due to wages from part time work, or those with dependants, are assessed as per criteria for non-youth households.
- Working tenants – charged as per calculation based on the most recent consecutive payslips. (The Net figure is used).

5. Responsibilities

Head of Client Care	<ul style="list-style-type: none">• Ensure the policy is updated as per the regular policy review cycle or if there are any changes to the compliance environment.
Program Coordinators Housing	<ul style="list-style-type: none">• Implementation of this policy and monitor staff adherence to this policy.• Assist with policy review cycle or if there are changes to the compliance or operational environment.
Tenancy & Property Managers	<ul style="list-style-type: none">• Responsible for the application and adherence to this policy.