



## Community Housing Core Operating Procedure

### Eligibility

Policy Logistics	
Policy number:	
Version:	1.0
Date of version:	June 2015
Applies to:	Registered community housing providers
Implementation date:	
Issued by:	Renewal SA on behalf of the SAHT
Delegated authority:	Fairlie Delbridge, General Manager, Strategy & Innovation
Policy custodian:	Joe Noone, Manager, Industry Partnerships
Due for review:	2017
Confidentiality:	Public
SA Strategic Plan:	An affordable place to live

## 1. Overview

### 1.1. Intent

This procedure outlines how **community housing providers** determine eligibility for community housing. Community housing providers can also prescribe additional eligibility requirements in keeping with their own organisational objectives.

### 1.2. Context

This procedure is based on the *Community Housing Core Operating Policy – Eligibility* and the **Community Housing Agreement** which defines the responsibility of community housing providers to make offers of community housing based on set eligibility criteria. Community housing is predominantly offered to registrants based on their assessed level of risk and vulnerability.

### 1.3. Scope

This procedure applies to eligibility for community housing properties that are subject to or bound by a *Community Housing Agreement* between a community housing provider and the South Australian Housing Trust (SAHT), unless other special conditions are outlined in project agreements.

## 2. Definitions

---

### Asset

Any property or possession owned partly or wholly by a person. It includes assets held outside Australia and debts owing to the person.

### Asset value

The asset value is how much the asset would be worth if sold on the open market less any debts or encumbrances. Overseas assets are converted into Australian dollars.

### Community Housing Agreement

The agreement entered into between the South Australian Housing Trust (SAHT) and a community housing provider, pursuant to section 20 of the *Community Housing Providers (National Law) (South Australia) Act 2013* and includes:

- The *Master Community Housing Agreement* including all attachments, annexures and schedules to it; and
- Any agreement, deed or instrument executed under or which is subject to or bound by the *Master Community Housing Agreement* (including but not limited to project agreements, deeds of statutory charge and pre-existing agreements).

### Community housing provider

An entity that provides community housing and is registered under the *Community Housing Providers (National Law) (South Australia) Act 2013*.

### Community Housing Customer Register

The register of that name which comprises a list of persons seeking access to community housing (or any replacement register determined by South Australian Housing Trust (SAHT) maintained by SAHT).

### Household grouping

Financially independent people who form part of the registrant household. For example, where the registrant household comprises a couple and their dependent child, plus an elderly relative who is financially independent, the couple and child form one household group (the principle household); and the elderly relative forms a separate household for the purposes of income and assets eligibility testing.

### Housing Needs Assessment (Needs Test)

A formal process undertaken by a registrant, or a member of the registrant's household, incorporating three components: an individual needs assessment, accommodation history assessment and housing options assessment. The Housing Needs Assessment is designed to determine the nature and urgency of the registrant's housing requirements, and may be required to confirm a Category of Need.

### Normally resides

Where the household member with the Category 1 needs is not a member of the principal household, the registrant household will only be eligible for Category 1 if the member is able to show that they normally reside with the principal household, i.e. they:

- have an ongoing history of residency with the principal household (12 months or more immediately prior to the date the registration was submitted), or
- are related to a member of the principal household, or
- were directed or requested to reside with a member of the principal household (e.g. bail conditions, carer relationships etc), or
- can show that they are currently registered by Centrelink at the same address as a member of the principal household.

### Principal household

The principal registrant and those persons partnered to or financially dependent on them i.e. does not included anyone else listed on the registration who receives an independent income (also referred to as the *primary household*).

### Reasonable dwelling

A property that is not sub-standard, meets the household's needs in terms of size and location, and is considered to be affordable for them.

### Registrant (Principal registrant)

A person who has lodged a *Registration of Interest Form* and whose name is listed on the Community Housing Customer Register (CHCR).

### Registrant household

The entire household registering interest in community housing (may consist of more than one household grouping).

### Tenant type (General, Supported, Affordable)

The type of tenant allocated to a specific project property. Tenant types include:

- (a) General tenants - persons who meet the SAHT Base Eligibility Criteria and the income, assets and/or needs test as defined in the *Community Housing Eligibility Policy*;
- (b) Supported tenants - persons who meet the income, assets and/or needs test AND have an approved package of support as defined in the *Community Housing Eligibility Policy*; and
- (c) Affordable tenants – persons who meet the SAHT Base Eligibility Criteria and the prescribed income tests as defined in the *Community Housing Eligibility Policy*.

### 3. Procedure detail

Step	Description
1	<p><b>Base eligibility criteria</b></p> <p>All people registering their interest for community housing must meet South Australia's social housing base eligibility requirements to be eligible:</p> <ul style="list-style-type: none"> <li>• The registrant must be a current resident of South Australia; and</li> <li>• The registrant must be in receipt of an independent income; and</li> <li>• The registrant and any member of their household named in the registration must not hold ownership in residential property.</li> </ul>
2	<p><b>Proof of identity</b></p> <p>All members of the registrants' household must be able to provide proof of their identity.</p> <p>One of the following is acceptable as proof of identity, provided it carries the individual's photograph and signature:</p> <ul style="list-style-type: none"> <li>▪ current driver's licence or learner's permit</li> <li>▪ current passport</li> <li>▪ current student or employment ID card.</li> </ul> <p>Where a person is unable to provide proof of their identity in any of the above forms, any TWO of the following will be considered acceptable. Where possible, the documents submitted will contain the person's signature.</p> <ul style="list-style-type: none"> <li>▪ birth certificate, birth extract, marriage certificate or divorce papers</li> <li>▪ Australian citizenship or immigration papers</li> <li>▪ apprenticeship papers, tradesperson's certificate or letter from employer</li> <li>▪ school report or examination certificate</li> <li>▪ current bank, credit union or building society passbook, access card or credit card<sup>1</sup></li> <li>▪ prison discharge certificate</li> <li>▪ confirmation letter from an authorised officer from Families SA, a medical or legal practitioner or a Minister of religion</li> <li>▪ Medicare card (provided the card is within its current "valid to" date)</li> <li>▪ Centrelink concession or health card</li> <li>▪ a State Government concession card</li> <li>▪ life insurance policies</li> <li>▪ any other form of identification not listed above but deemed acceptable by Renewal SA (provided that the identification contains the customer's name, address and signature and preferably a photograph of the customer).</li> </ul>

	<p>Where there is doubt about the registrant's identity, community housing providers may at their own discretion request additional documentation other than the ones listed above.</p> <p><b>Note<sup>1</sup>:</b> <i>Where a credit card is used for ID purposes, full details of the card should not be taken or retained by the community housing provider. Instead a photocopy of the signature side of the card should be made and add additional verification in writing, e.g. "card sighted and valid", with the delegated officer's name.</i></p>
<p><b>3</b></p>	<p><b>Residency</b></p> <p>Registrants must be living in South Australia when they submit their registration of interest for community housing. No minimum period of residency applies.</p> <p>Residency exceptions may be accepted where the registrant:</p> <ul style="list-style-type: none"> <li>▪ is a member of the Australian Defence Forces; or</li> <li>▪ is reuniting with family currently living in South Australia; or</li> <li>▪ can verify through a <b>Housing Needs Assessment (Needs Test)</b> that they cannot live in their current accommodation.</li> </ul> <p>A non-resident who does not meet any of the above criteria is ineligible for community housing.</p>
<p><b>4</b></p>	<p><b>Independent income</b></p> <p>Income earned which is less than the maximum Centrelink payment applicable to the individuals age and circumstances is not regarded as an independent income, even where it is paid directly to the individual.</p> <p>Independent income exceptions may be accepted where the registrant:</p> <ul style="list-style-type: none"> <li>▪ can substantiate that they are in the process of applying for or obtaining an independent income. For example, they are a recently arrived refugee OR they will be undertaking a course of study which requires them to live away from home OR they are exiting prison; or</li> <li>▪ can verify through a Housing Needs Assessment (Needs Test) that they cannot stay living where they are (e.g. for health or safety reasons), and there are no other appropriate housing options available; or</li> <li>▪ is under the Guardianship of the Minister (registrations will be accepted from the age 15 even though the young person may have no source of independent income at the time of application). Proof of independent income will only be required once the young person moves from care to independent living.</li> </ul> <p>In the above circumstances, the registrant may be offered a short term lease for up to 3 months, subject to them obtaining an independent income. Failure to secure an independent income after this time will result in the short term lease being terminated.</p>

5

### Hold ownership in residential property

The principal registrant or any member of their household named in the registration and/or who ***normally resides*** with the principal registrant, must not hold ownership in residential property (other types of property used for residential purposes such as caravans or motor homes will not be considered as residential property).

Registrations will not be accepted or approved for community housing where one or more of the household members is either:

- recorded on, or holds title of, a residential property (e.g. Torrens Title, Strata Title, Community Title, Moiety Title); or
- holds a valid form of lease or agreement where a dwelling is sited on a title owned by others (e.g. shacks sited on Crown land, transportable homes or units sited in caravan parks).

Registrations assessed as ineligible due to home ownership may be overridden where:

- the registrant can verify through a Housing Needs Assessment (Needs Test) that they cannot stay living where they are (e.g. for health or safety reasons) and there are no other appropriate housing options available and they meet Category 1 requirements; or
- there has been a marital or relationship breakdown and the registrant has left the jointly owned house which the other partner still occupies and the applicant has an urgent need to be housed (i.e. has Category 1 needs) before property settlement takes place; or
- there are Category 1 needs that require an individual or family to be housed away from their property and the equity in the property is too little to purchase or rent a 'reasonable dwelling' in the area which they need to live. However, the property should be listed for sale before allocation. (*"reasonable dwelling" is taken to mean a dwelling which is not substandard, meets the household's needs in terms of size and location, and is affordable for them*); or
- there are medical, social or financial reasons for an individual or family to move away from their home temporarily and wish to eventually move back, e.g. for home dialysis training available only in the city (in such a situation where it is inappropriate for the applicant to sell the property, housing should be on a lease basis with six monthly reviews of eligibility); or
- the property is uninhabitable (i.e. subject to a current Housing Improvement Order)  
or
- one partner in a jointly owned house leaves due to domestic abuse and the other partner still occupies, and where property settlement will be delayed.

Where a registration involves one of the exceptions listed above and the registrant is to be offered housing before the property is sold, the registrant will be housed on a short fixed term lease (i.e. 3 months) with the sale of the property listed as a key review criterion for the lease. Further lease extensions may be offered until the property is sold but not exceeding a total period of 12 months.

One further exception applies:

- where one partner who lives with a disability, in a jointly owned property, leaves following an assessment by a Disability Service that they can no longer remain in the family home and the family still occupies the jointly owned property. In this situation the registrant does not have to dispose of the property or their share in the property unless the family vacates the property.

When properties are subsequently disposed of, the registrant's eligibility for community housing should be reassessed. The value of any proceeds from the sale or disposal of the property will be included in the Assets Eligibility test.

6

## **Income test**

### **6.1 Proof of income**

All members of the **registrant household** who receive an independent income must be able to provide proof of their income.

Proof of income (less than 2 weeks old) must be provided for everyone in the registrant household aged 16 years and older, as well as for anyone aged under 16 who receives an independent income.

Persons who receive wages or salary must provide:

- **current** pay slip showing gross wages (including overtime) for either six consecutive weeks or showing year-to-date earnings. Workers' compensation income maintenance payments must also be provided where relevant; or
- current letter or statement from present employer showing current or average gross weekly income including overtime.

Persons who receive government payments must provide:

- income statement or other formal documentation from Centrelink, Department of Veterans Affairs, Work Cover or other government department confirming current pension or benefit payments, including allowances (e.g. Family Assistance, etc) and all other income

For the purpose of the income test, ALL INCOME IS ASSESSABLE with the exception of:

- special purpose allowances or one-off payments; or

- 'part of the income'<sup>2</sup> from superannuation, retirement funds or annuities received by a registrant that represents a return of the capital (or savings) originally invested in the fund – this is identified as the 'gross amount' and is non assessable.

**Note<sup>2</sup>:** *For superannuation, retirement funds or annuities, it is important to identify the two parts of the income received. One 'part of the income' is as described above and is non assessable. The other 'part of the income' received represents interest on funds originally invested. This interest is identified as the 'net amount' and is assessable.*

Persons who are self employed must provide:

- a 'current'<sup>3</sup> statement of taxable income from a certified practicing accountant or registered tax consultant, which states taxable income for the year to date or last financial year; is on formal business letterhead or other documentation; includes accountant's contact details allowing the community housing provider to query or verify information; and is obtained at the customer's cost; or
- only where such a statement of taxable income is not available, a notice of taxable income assessment from the Australian Tax Office (ATO) for the last financial year; or
- only where such a notice of taxable income assessment is not available (e.g. the person has not yet lodged a tax return), a statutory declaration of estimated taxable income per week. If a statutory declaration is provided, the household must submit one of the other proofs of income above within 3 months, confirming their actual net business income for the period. The household's income should be re-assessed at that point.

A registrant is required to provide proof of their household's income and to meet income eligibility limits at the point of registration and again when a housing offer is made. Registrants must not exceed the income limits at the time a housing offer is made.

Persons being added to an existing registration must also provide proof of their income at the time they are added to the registration.

Registrants may be required to provide additional proof of income beyond that described above for other customers circumstances and / or where the documentation provided does not provide a clear and verified income.

**Note<sup>3</sup>:** *"current" is defined as up to be but no more than 2 weeks (14 days) old. Photocopies of all documentation should be taken and retained by the community housing provider. Tax file numbers should be deleted from any documentation retained.*



## 6.2 Income limits

The incomes of all members of the registrant household are included in the income assessment. The persons listed on a registration may comprise more than one **household grouping**.

The gross income of the principle household must not exceed the gross income limits set by Renewal SA.

Where one household grouping within the registrant household (i.e. principal household or other household grouping) exceeds the income eligibility limits, the entire registrant household is assessed as ineligible. The household is then eligible for community housing only if:

- the ineligible household grouping leaves the registrant household; or
- a member of the registrant household passes the needs test.

Table 1 outlines the income eligibility limits set by Renewal SA. These limits are based on a percentage of the Average Weekly Earnings (AWE) for South Australia, as issued by the Australian Bureau of Statistics (ABS). The percentage of AWE set for each household varies according to the household type. Gross weekly and gross annual income limits are regularly updated by Renewal SA in line with updates by the ABS. Current income limits are set out in [www.sa.gov.au](http://www.sa.gov.au).

**Table 1: Household income limits (as a percentage of AWE)**

<b><i>Households headed by single adults</i></b>	<b><i>% of AWE</i></b>
Single person	65%
Single person plus 1 dependant	85%
Single person plus 2 dependants	95%
Single person plus 3 dependants	105%
Single person plus 4 or more dependants	120%
<b><i>Households headed by couple adults</i></b>	<b><i>% of AWE</i></b>
Couple	85%
Couple plus 1 dependant	95%
Couple plus 2 dependants	105%
Couple plus 3 dependants	120%
Couple plus 4 or more dependants	135%

7

## **Asset test**

### **7.1 Proof of assets**

All household members (i.e. listed on the registration of interest form) must be able to provide proof of their **assets**.

A registrant is required to provide proof of assets at the point of registration and again when a housing offer is made.

Where a member of the registrant household has joint assets with another person who is not part of the household, the **value** of the joint assets is considered to be half the total value of the assets unless a formal written agreement regarding the division of assets has been reached between the parties or a court of relevant jurisdiction determines otherwise.

### **7.2 Asset limits**

The asset eligibility limit set by Renewal SA is based on the Centrelink asset test for non home owners<sup>4</sup>. The Centrelink asset test prescribes limits for single and couple households, irrespective of the number of children who may be in either household.

Asset limits are regularly updated by Renewal SA in line with updates by Centrelink. Current asset limits are set out on [www.sa.gov.au](http://www.sa.gov.au) and are amended from time to time.

Registrant households are assessed as eligible where the principal household and any other household groupings listed on the registration separately meet eligibility requirements.

Where one household grouping within the registrant household (i.e. principal household or other household grouping) exceeds the prescribed asset eligibility limits, the entire registrant household will be assessed as ineligible. The household is then eligible for community housing only if:

- the ineligible household grouping leaves the registrant household; or
- a member of the registrant household passes the needs test.

**Note<sup>4</sup>:** *People who have claimed or are receiving a government pension, allowance or benefit should have details of the net market value of their assessable asset/s as this forms part of the assessment for a Centrelink benefit or pension.*

8

## **Housing Needs Assessment (Needs Test)**

### **8.1 About the Housing Needs Assessment (Needs Test)**

The intent of the Housing Needs Assessment (Needs Test) is to ensure that registrants who have additional levels of risk and vulnerability (including registrants with incomes and assets over the determined eligibility limits) are able to access housing. Results from the assessment will be used to determine the category assigned to an eligible registrant on the CHCR (refer to the *Community Housing Core Operating Procedure – Registering Community Housing Customers and Managing Vacancies*).

A registrant must undergo this test if they have:

- not passed either the base eligibility criteria, income or asset test; or
- passed the income and asset tests, but have a higher level of risk and vulnerability and need to be housed before other registrants.

To be assessed as eligible against the Housing Needs Assessment (Needs Test), a registrant household or member of the principal household must verify that they meet at least:

- One of the Homeless or At Risk criteria (refer Attachment 1); and
- One of the Barriers to Housing Access criteria (refer Attachment 2); or
- One of the automatic entry criteria for Category 2 (refer Attachment 3).

The registrant household will also be assessed as eligible against the Needs test where a household member who is not part of the principal household can verify that they:

- meet at least one of the Homeless or At Risk criteria (refer Attachment 1); and
- at least one of the Barriers to Housing Access criteria (refer Attachment 2); and
- normally reside with the principal household.

### **8.2 Applying the Housing Needs Assessment (Needs Test)**

The Housing Needs Assessment (Needs Test) is undertaken by the community housing provider receiving a registration of interest form, or by an external agency where this arrangement is in place.

Where information on a registration of interest form identifies that the registrant may have special housing needs, they will be offered the opportunity to have their circumstances formally assessed in order to determine the nature and urgency of their housing requirements. A Housing Needs Assessment (Needs Test) may also be required to confirm a category of need.

The Housing Needs Assessment (Needs Test) will comprise of: an individual needs assessment, an accommodation history assessment and a housing options assessment.

### **8.2.1 Individual needs assessment**

The individual needs of Registrants will be assessed against the following Needs Criteria:

- Homeless or At Risk (refer Attachment 1)
- Barriers to Housing Access (refer Attachment 2)
- Automatic entry criteria for Category 2 (refer Attachment 3)

### **8.2.2 Accommodation history assessment**

The registrant's accommodation history will be identified and assessed including:

- current accommodation, including how long the registrant can stay and/or why the accommodation is unsuitable; and
- previous accommodation where the registrant has lived over the last 3 years, including reasons why the registrant has left.

### **8.2.3 Housing options assessment**

The reasons why a registrant has been unable to access or maintain other housing options that they have tried to access (such as private rental) will be recorded.

Community housing providers engage with registrants to ensure that the full range of housing services and assistance available to them have been considered. The three components of the Housing Needs Assessment (Needs Test) must be recorded on the *Housing Needs Report Form* with appropriate verification. The *Housing Needs Report Form* can be accessed from [www.sa.gov.au](http://www.sa.gov.au).

The registrant must provide appropriate documentation to verify identified needs. The community housing provider must attach this documentation to the *Housing Needs Report Form*. The *Housing Needs Report Form* outlines examples of verification required.

A final copy of the *Housing Needs Report Form* should be retained in the customer file and/or attached to the customer registration on CHCR. Where a registrant is assigned to Category 1, their completed *Housing Needs Report Form* only must be scanned, uploaded and attached electronically to their customer registration.

Upon completion of the Housing Needs Assessment (Needs Test) (or upon verification of an assessment provided by an external support agency), the community housing provider will assign a need category to the registrant.

### **8.2.4 Outcome of assessment**

Registrations where the registrant household has been assessed as meeting:

- at least one of the Homeless or At Risk needs criteria (refer Attachment 1) and at least one Barrier to Housing Access criteria (refer Attachment 2); and

- the accommodation history and/or housing options assessments criteria indicating that one or more members of the household have a housing need, for which private housing is unsuitable in the long term

will be considered to have an urgent need for housing and will be approved for Category 1 on the register.

Registrations where the registrant household has been assessed as meeting:

- at least one Barrier to Housing Access criteria (refer Attachment 2); and
- the accommodation history and/or housing options assessments criteria indicating that one or more members of the household have a housing need, for which private housing is unsuitable in the long term; or
- at least one automatic entry criteria for Category 2 (refer Attachment 3)

will be considered to have a need for housing and will be approved for Category 2 of the register.

If the registrant or registrant household does not have urgent need or long term barriers to other housing options, they will be allocated to Category 3 on the register.

### **8.2.5 Housing Needs Assessment (Needs Test) exceptions and special circumstances**

#### ***Supported tenants***

A Housing Needs Assessment (Needs Test) exemption applies to ***supported tenants*** housed through the Supported or Supportive Housing Program. The program aligns accommodation with packages of support. Offers of accommodation are dependent on need and the willingness to accept support. The needs test applied for supported tenants is through a nomination and assessment process as outlined in the:

- *Supportive Housing Policy and Guidelines- Homelessness*
- *Supported Social Housing Properties Policy and Procedures- Mental Health*

#### **Victims of Fires, Floods and Other Disasters**

Victims of fire, flood or other disasters are to be interviewed as part of the housing needs assessment where this has not been carried out by an external support agency.

Where the victim owns or is buying the home, or is a private rental tenant, confirmation of either ownership or tenancy of the damaged/destroyed property is required.

Information on the extent of damage to the property and personal belongings must be obtained (and confirmed through inspection by the community housing provider and/or checking with the Fire Brigade, Police, or other appropriate agency), together with an estimate of the time required for reconstruction/renovation and re-occupation.

For property owners, details of insurance cover and in particular, whether or not the policies include compensation for accommodation costs must be ascertained and verified directly with the insurance company.  
Any relevant medical or social problems existing before or resulting from the disaster must also be taken into consideration.

Prior to approving a flood/fire/disaster victim for Category 1, all other accommodation alternatives including the following must be considered:

- Private sector rental (particularly if accommodation costs are covered by insurance);
- Family assistance; and
- Emergency or other short term housing options.

### **Assessing the needs of registrants being released from prison**

A person may register their interest in community housing while in prison.

Registrations of interest from people exiting prison who satisfy base eligibility criteria will be accepted and registered without proof of income or identity, and approved for Category 3. These registrants may be assessed for a higher category up to three months immediately prior to their release, subject to written confirmation from the prison of the registrant's release date.

An interview is not required to be undertaken by the community housing provider if a completed *Housing Needs Report Form* is provided by the referring agency or support worker. The community housing provider will liaise with the referring agency or support worker if additional information or clarification is required.

Prior to approving a person being released from prison for Category 1 or 2, the following other accommodation options must be considered:

- Private rental sector (including Housing SA's Private Rental Assistance Program);
- Family assistance; and
- Emergency or other short term housing options.

The referring agency or support worker is responsible for advising the community housing provider of any change in circumstances of the person exiting prison, including a change in the person's date of release from prison. Where there is a change of circumstances, the category status will be reviewed.

Where the person's date of release from prison is delayed, their registration may be deferred.

## 4. Resources

---

### 4.1. Directive documents

- *Community Housing Agreement*
- *Community Housing Providers (National Law) (South Australia) Act 2013*
- *Community Housing Core Operating Policy – Eligibility*

### 4.2. Forms and templates

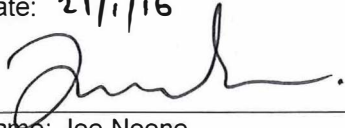

- *Housing Needs Report Form*

### 4.3. Supporting documents and resources

- *Community Housing Core Operating Procedure – Registering Community Housing Customers and Managing Vacancies*
- *Supportive Housing Policy and Guidelines - Homelessness*
- *Supported Social Housing Properties Policy and Procedures - Mental Health*

## 5. Procedure approval

---

<b>Content Author:</b> Date:	<b>Policy Custodian:</b> Date: 21/1/16 	<b>Delegated Authority:</b> Date: 
Name: Laura Cullip Position: Senior Policy and Project Officer Housing SA	Name: Joe Noone Position: Manager, Industry Partnerships, Renewal SA	Name: Maria Palumbo Position: A/General Manager, Strategy & Innovation, Renewal SA

## 6. Version record

---

Version number	Version date	Change description	Principal change author
1.0	June 2015	Final draft of <i>Community Housing Core Operating Procedure - Eligibility</i>	Su-ling Leong

## 7. Attachments

### ATTACHMENT 1: HOMELESS OR AT RISK CRITERIA

Homeless or At Risk criteria	Example sources of verification
<p><u>Homeless or inadequately housed</u></p> <p>A person is considered to be “homeless” if the only housing which they have access to:</p> <ul style="list-style-type: none"> <li>• damages or is likely to damage their health; OR</li> <li>• threatens their safety; OR</li> <li>• marginalises them through failing to provide access to:               <ul style="list-style-type: none"> <li>⇒ adequate personal amenities or</li> <li>⇒ the economic and social supports that a home normally affords; OR</li> </ul> </li> <li>• has no security of tenure (i.e. the person has no legal right to continued occupation of the housing).</li> </ul> <p>Homeless people include those:</p> <ul style="list-style-type: none"> <li>• without conventional accommodation, such as people living on the streets, sleeping in parks, squats, cars or makeshift dwellings for temporary shelter (improvised homes, tents and sleep outs); or</li> <li>• who move frequently between various forms of temporary shelter (e.g. friends, emergency accommodation); and</li> <li>• <i>may</i> (depending on the customer’s circumstances) include people living in hostels and boarding houses (12 weeks or less).</li> </ul>	<ul style="list-style-type: none"> <li>• Notice to Quit</li> <li>• Relevant termination orders from Residential Tenancies Tribunal</li> <li>• HIA order regarding the limited amenity of the property</li> <li>• Shelter or other support agency documentation.</li> </ul>
<p><u>Victim of natural disaster</u></p> <p>Victim of a flood, fire or other natural event that makes it unsafe or unpractical to live in the current property.</p>	<ul style="list-style-type: none"> <li>• Current landlord</li> <li>• Insurance Office</li> <li>• SA Police</li> <li>• Fire or Emergency Services</li> </ul>
<p><u>Living in transitional or crisis housing</u></p>	<ul style="list-style-type: none"> <li>• Verifying documentation from the community housing provider</li> <li>• Shelter or other support agency</li> </ul>
<p><u>Life threatening situation at home</u></p>	<ul style="list-style-type: none"> <li>• SA police or other agency</li> </ul>



<p><u>Persistent harassment</u> Ongoing harassment which damages or is likely to damage a person's health or threaten their safety.</p>	<ul style="list-style-type: none"> <li>• SA police or other agency e.g. mediation service</li> </ul>
<p><u>Domestic or family violence</u> Violence occurring between immediate or extended family members, including defacto relationships. Abuse may be physical, psychological, emotional, sexual, social or economic.</p>	<ul style="list-style-type: none"> <li>• Any reputable third party verification. This may include a police officer, health worker, legal worker, friend, relative, neighbour, local clergy, or other person.</li> </ul>
<p><u>Victim of major crime</u> Victim of very serious crime e.g. attempted murder, rape, armed robberies and other incidents which require a dedicated police response. On occasions incidents are declared as "major crimes" and investigated by specialist groups of police. In determining whether a person is a victim of a major crime, verification is required from the police.</p>	<ul style="list-style-type: none"> <li>• State or Federal police (including interstate police)</li> <li>• Victim support service</li> <li>• Trauma counselling service</li> </ul>
<p><u>Sector initiated transfer</u> A transfer initiated by either Renewal SA or a Community Housing Provider for asset management, tenancy management or other reasons.</p>	<ul style="list-style-type: none"> <li>• Relevant sector approval, e.g. by Renewal SA or the Community Housing Provider.</li> </ul>

## ATTACHMENT 2: BARRIERS TO HOUSING ACCESS CRITERIA

Barriers to Housing Access criteria	Example sources of verification
<p><u>Long term health issues</u> Significant health issues that would impact upon the registrant's ability to negotiate or maintain other housing options in the long term, e.g. chronic fatigue or terminal illnesses.</p>	<ul style="list-style-type: none"> <li>• Medical or health practitioner</li> </ul>
<p><u>Long term disability issues</u> Significant disability issues impacting on the registrant's ability to negotiate or maintain other housing options in the long term, e.g. need for extensive modifications.</p>	<ul style="list-style-type: none"> <li>• Medical or health practitioner</li> <li>• Trauma counselling service</li> <li>• Options Co-ordination</li> <li>• Domiciliary Care</li> <li>• Disability Support Service</li> </ul>
<p><u>Discrimination in private rental</u> This refers to where registrants have experienced discrimination in the private rental market to access and maintain private rental because of their personal characteristics, or because they belong to a certain group, e.g. this may include age, disability, race, sexuality.</p>	<ul style="list-style-type: none"> <li>• Renewal SA</li> <li>• Support agency</li> <li>• Migrant Resource Centre</li> <li>• Cultural Support Agency</li> <li>• Families SA</li> <li>• Homelessness Support Providers</li> <li>• Independent Living</li> <li>• Community agency</li> </ul>
<p><u>Person exiting institutional care</u> A person exiting a medium to long term period of institutionalised care.</p>	<ul style="list-style-type: none"> <li>• Correctional Services</li> <li>• Rehabilitation Services</li> <li>• Strathmont Centre/Glenside Hospital</li> <li>• Julia Farr Centre</li> <li>• Families SA</li> <li>• Community based organisations (e.g. Minda Inc)</li> </ul>
<p><u>Lack of financial skills/resources</u> Chronic financial hardship impacting on the registrant's ability to negotiate or maintain other housing options - factors such as the disposable income, level of debt and how the debt has been incurred will be considered.</p>	<ul style="list-style-type: none"> <li>• Financial Counsellor</li> <li>• Renewal SA</li> <li>• Community Agency</li> <li>• Support agency</li> </ul>
<p><u>Lack of social skills/resources</u> Chronic lack of social or interpersonal skills which would make it difficult for the registrant to access and maintain other forms of housing.</p>	<ul style="list-style-type: none"> <li>• Support agency</li> </ul>

### ATTACHMENT 3: AUTOMATIC ENTRY CRITERIA FOR CATEGORY 2

Category 2 Automatic Entry criteria	Example sources of verification
Recipient of Disability Support Pension (DSP <sup>1</sup> )	Centrelink proof of income
Recipient of Totally & Permanently Incapacitated Pension (TPI)	Dept of Veterans Affairs proof of income
Refugee in Australia for less than 2 years	<ul style="list-style-type: none"> <li>• Department of Immigration documentation</li> <li>• Visas (codes 200, 201, 202 &amp; 204 only)</li> <li>• Australian Refugee Association or other Refugee support body.</li> </ul>
<b>Note<sup>1</sup></b> <ul style="list-style-type: none"> <li>• Registrants who received DSP immediately before moving to an aged pension will remain eligible for Category 2 Automatic Entry (providing Centrelink documentation supports this).</li> <li>• Registrants who are approved to receive DSP but do not currently receive it (e.g. because of a Work Cover payment) will be eligible for Category 2 Automatic Entry (verification of approval for DSP required).</li> </ul>	

