

Transitional Housing Management (THM) Policy

Housing Services - Victoria
Document Owner

4
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Purpose

Housing Choices Australia manages a Transitional Housing Management (THM) portfolio on behalf of the Department of Health and Human Services (DHHS). The purpose of this policy is to ensure that Housing Choices manage the portfolio effectively and maintain compliance with DHHS Accreditation Standards.

Transitional Housing is a supported short-term accommodation service with access to support services. It acts as a stepping stone while seeking to obtain more permanent housing in the public, community or the private market.

Residents are provided with a housing support program that offers advice and planning in the areas where assistance is needed. A key element of transitional housing is that it's a temporary option, and residents must be actively working with their support provider to apply for long term housing.

Scope

This policy covers all Transitional Housing Management properties managed on behalf of DHHS by Housing Choices Australia in Victoria.

This policy applies to the following entities within the Housing Choices Australia Group:

Organisation	Abbreviation	ACN
Housing Choices Australia Limited	HCAL	085 751 346

Scheduled Review

The State Manager Victoria is responsible for the maintenance and implementation of this policy.

The Housing and Property Teams are responsible to ensure compliance with this policy.

Where there is non-conformance or breach of this policy the State Manager Victoria is to be advised. Corrective action is to be taken as part of the continuous improvement process.

Policy Statement

Housing Choices Australia operates a transitional housing management service to provide safe and affordable accommodation combined with support from nominating agencies, to assist people with a disability/and or mental health illness who are homeless or at risk of homelessness.

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Vacancy allocations are made by nominated support agencies who will support the resident to address any issues which may have contributed to their situation and work with them to re-establish secure long term housing during their tenancy.

Rents are determined as per the *Rent Setting Policy and Procedure*.

Leases within the transitional housing management service are intended to be short to medium term. Residents are offered a fixed term lease agreement whilst long term secure housing is being sourced. A lease may be renewed where a resident is engaging with supports and has a current housing exit plan in place. Prior to the end of the fixed term lease, Housing Choices will meet with the resident and their supports to review and discuss their progress in securing long term housing before a further lease renewal will be considered.

Leases will not be renewed for residents who are no longer eligible for the transitional housing management program and Housing Choices will work with the resident and their supports to the end the tenancy and vacate the property.

Eligibility Requirements

Transitional Housing is for people who are homeless or at risk of homelessness and have a disability/mental health illness. "Homeless" may include applicants who are:

- staying in crisis, refuge or emergency accommodation,
- staying with friends and family temporarily,
- escaping family violence,
- leaving institutions, or other situations where current housing is inappropriate or unsafe.

The applicant must be at least 16 years of age, an Australian citizen or Permanent resident living in Victoria and meet Income and Asset eligibility limits for Priority Access housing as set by DHHS www.housing.vic.gov.au/social-housing-eligibility. The aim of this service is to ensure accessibility to transitional housing and support is provided to those who are most in need.

Housing Choices manage the transitional housing management service in line

with DHHS Standards, the following set of service delivery quality standards for service providers:

DHHS Standards

Standard 1	Empowerment	People's rights are promoted and upheld
1.1	Understanding Rights and Responsibilities	People understand their rights and responsibilities
1.2	Exercising Rights and Responsibilities	People exercise their rights and responsibilities
Standard 2	Access and Engagement	People's right to access transparent, equitable and integrated services is promoted and upheld
2.1	Point of Contact	Services have a clear and accessible point of contact
2.2	Service Delivery	Services are delivered in a fair, equitable and transparent manner
2.3	Needs	People access services most appropriate to their needs through timely, responsive, service integration and referral
Standard 3	Wellbeing	People's right to wellbeing and safety is promoted and upheld
3.1	Early Intervention	Services adopt a strengths based and early intervention approach to service delivery that enhances people's wellbeing
3.2	Needs Assessment	People actively participate in an assessment of their strengths, risks, wants and needs
3.3	Service Plan	All people have a goal-oriented plan documented and implemented. This plan includes strategies to achieve stated goals
3.4	Assessment/Plan review	Each person's assessments and plans are regularly reviewed, evaluated and updated. Exit/transition planning occurs as appropriate
3.5	Environment Safety	Services are provided in a safe environment for all people, free from abuse, neglect, violence and/or preventable injury

Standard 4	Participation	People's right to choice, decision making and to actively participate as a valued member of their chosen community is promoted and upheld
4.1	Choice and Control	People exercise choice and control in service delivery and life decisions
4.2	Involvement in the Community	People actively participate in their community by identifying goals and pursuing opportunities including those related to health, education, training and employment
4.3	Maintaining Connections	People maintain connections with family and friends, as appropriate
4.4	Aboriginal and Torres Strait Islander Culture/Community Connections	People maintain and strengthen connection to their Aboriginal and Torres Strait Islander culture and community
4.5	Cultural Connections	People maintain and strengthen their cultural, spiritual, and language connections
4.6	Life Skills	People develop independent life skills

References:

Standards and legislation

- Disability Act 2006 (Vic)
- Housing Act 1983 (VIC)
- Residential Tenancies Act VIC 1997

Related processes

- [Rent Setting Policy](#)
- [Allocations and Community Lettings Initiative Policy](#)
- [Rent Setting & Rent Reviews Procedure](#)
- [Transitional Housing Management \(THM\) Procedure](#)



English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بنا على هاتف رقم **1300 312 447** Housing Choices Australia. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرید. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**. Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.