

# Eligibility, Applications and Allocations Policy (HCWA)

Operations Western

Australia

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9

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## 1. Purpose

The purpose of this policy is to outline who is eligible for Housing Choices WA accommodation, how to apply and our applicant selection and allocation process.

## 1. Scope

This policy applies to the activities of Housing Choices WA staff who are interacting with Housing Choices WA applicants, residents, household members, carers and Licence to Occupy occupants. This policy applies irrespective of whether staff undertaking activities are employed by that entity or another entity within Housing Choice Australia.

## 2. Policy Statement

Housing Choices WA provides safe, quality, housing that is affordable for people on very low to moderate incomes who may struggle to find a home in Australia's private rental market. Housing Choices WA may also provide some Market Rent Housing with reduced eligibility requirements, as part of our broader housing services. Housing Choices WA aims to provide applicants with choice and control over where they live and match households with properties and communities that meet their needs whilst balancing best fit with business viability.

Housing Choices WA will determine eligibility and allocations in accordance with the WA Community Housing Eligibility Policy (CHEP) and Community Housing Allocations Policy (CHAP), plus any applicable legal agreements or program requirements.

Housing Choices WA will apply the CHEP for eligibility decisions and the CHAP for allocations where properties/programs fall within WA Community Housing scope or contractual requirements.

## 3. Eligibility

For the purposes of eligibility, applicants are the main applicant, their partner and/or any co-applicant to be named on the tenancy agreement.

### General eligibility criteria

Applicants must:

- a) be residents of Western Australia. Eligibility is required at application, while on any waitlist, at allocation, and throughout the tenancy. HCWA will review ongoing eligibility in line with the CHEP
- b) not own or partly own property or land that could be used as a viable housing option (exclusion: Market Rent Housing does not require this)
- c) be 16 years of age or over
- d) be able to provide 100 points of identification

### **Income and assets limits**

The combined household income and assets must meet CHEP limits for Band A (Social Housing) or Band B (Affordable Rental Housing). Applicants must provide evidence as required by CHEP

### **Former residents**

Former residents must pay in full any previous debts to Housing Choices WA or be making regular repayments to clear the debt in order to be eligible for rehousing.

Former residents with a history of violent and/or threatening behaviour may be considered for rehousing at the discretion of the Director, Housing Services (or delegate), consistent with the Discretionary Decision-Making provisions in the Community Housing Allocations Guidelines

### **Additional criteria**

Additional criteria and evidence requirements may apply to specific program such as specialist housing programs specifically designed or acquired for people with a disability or need for support.

For these programs, applicants will be advised of the additional criteria and evidence which they need to provide prior to an offer of housing being made.

### **On-going eligibility**

Applicants must be eligible for Social and Affordable Housing at the time of application, while waiting for housing, at allocation, and throughout the tenancy (as required by CHEP).

## **4. Applying for housing**

### **General housing – Band A**

For Social Housing (Band A), allocations must be made from the Joint Wait List (JWL). Exceptions are limited to internal transfers, transfers from another Community Housing Organisation, discretionary allocations, or where specified in legal agreements or policies. Housing Choices WA will not operate a separate Social Housing (Band A) waitlist and will refer new Band A applications to the JWL.

## General housing – Band B

Current Department of Housing & Works residents who are no longer eligible for Public Housing (Band A) but who meet the criteria for Affordable Housing (Band B) can apply for Band B housing with Housing Choices WA.

Applicants who are not currently in social housing and who are ineligible for Public Housing (Band A) but who meet the criteria for Affordable Housing (Band B) can apply directly to Housing Choices WA.

Band B applications are managed directly by Housing Choices WA, as Band B is not allocated through the Joint Wait List in accordance with the CHAP.

## Specialist housing programs and transitional housing

Applicants for specialist housing programs and transitional housing will be referred to us by their support agency, mental health service provider or as outlined in the specific program agreement.

## Lodging houses

Applicants can be referred through their support agency or apply directly to Housing Choices WA.

## Market Rent Housing

Applicants may apply directly to Housing Choices WA.

# 5. Allocation process

Dwellings will be allocated to applicants as follows:

<p>Social Housing (Band A) &amp; Affordable Housing (Band B)</p>	<ul style="list-style-type: none"> <li>• When a dwelling is available for Allocation, Housing Choices WA will: (a) ensure eligibility according to CHEP; (b) allocate Social and Affordable Rental Housing in accordance with current legal agreements and policies; (c) make a reasonable Offer of Accommodation to an eligible applicant according to the application listing date; and (d) consider all relevant information, including basic housing requirements, location requirements, and application listing date, and consider sensitive and sustainable allocations</li> <li>• Applicants will be selected generally in accordance with the earliest listing date from the Joint Waiting List (JWL).</li> <li>• Applicants who are identified as having an urgent need may be selected outside of the</li> </ul>
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	JWL or out of turn, if listed on the Priority JWL
Specialist housing programs, transitional housing and lodging houses	<ul style="list-style-type: none"> <li>Applicants for specialist housing programs and transitional housing will be selected in consultation with our Housing Choices' partner support agencies.</li> <li>Where there are no referrals for lodging house vacant rooms, we Housing Choices will use our own wait list.</li> </ul>
Housing Choices WA Transfer Applicants	<ul style="list-style-type: none"> <li>Housing Choices WA will select residents from our transfer list according to greatest need, property suitability and best fit.</li> </ul>
Market Rent Applicants	<ul style="list-style-type: none"> <li>Housing Choices WA will select residents according to property suitability, references and best fit. This includes an assessment of the ability to sustainably pay the rent.</li> </ul>

### Property size allocation

To maximise the use of our housing stock, applicants will generally be eligible for the following sized properties:

Single or couples	1 or 2 bedrooms
Single parent or couple with 1 or 2 children	2 or 3 bedrooms
Single parent or couple with 3 children	3 or 4 bedrooms
Single parent or couple with 4+ children	5 or 6 bedrooms
Adult sharers	1 bedroom each

This sizing guidance is applied subject to CHAP's sensitive and sustainable allocation principles and may be varied to meet household needs and cultural requirements.

Housing Choices WA will apply discretion in allocating property sizes to support:

- Aboriginal people to meet their family and cultural responsibilities
- Applicants who have a demonstrated need such as:
  - medical conditions
  - part time carer support
  - the gender, age or special needs of children of the household
  - joint custody arrangements
  - grandparents providing consistent grandchild support
  - extended family groups

## 2. Offers

Housing Choices WA will make one reasonable Offer of Accommodation consistent with CHAP. Declines will be recorded as reasonable or unreasonable in line with the Community Housing Allocations Guidelines, with associated consequences (e.g., retention of listing date or penalties) where applicable. Applicants should confirm acceptance within 2 business days of the viewing (or as otherwise reasonable in the circumstances); Housing Choices WA may withdraw an offer if confirmation is not received without genuine reason.

Applicants will also be advised of the rent and bond payable and any additional strata or complex rules.

Applicants must advise us no more than 2 days after the viewing whether they wish to accept the property. An offer of housing may be withdrawn for applicants who do not confirm their acceptance within this timeframe without a genuine reason for the delay.

We also reserve the right to withdraw an offer of housing for business reasons.

## 3. Sign-up

The formal hand-over of the property will take place at a sign-up appointment where the Tenancy Agreement or Licence to Occupy Agreement will be signed the rights and responsibilities of both parties explained, and the keys handed over to the new resident.

## 4. Applicant support

Applicants will be advised that they are welcome to invite a carer, support person or other person to support them during the allocation process, particularly when attending a property viewing and sign-up appointment.

## 6. Ineligibility for Social or Affordable Housing

An Applicant/co-Applicant/Tenant/co-Tenant may be deemed ineligible where they no longer meet eligibility criteria, request withdrawal, do not respond to correspondence or information requests, leave Western Australia for more than six months, or make an unreasonable decline, as defined under CHAP.

Where a current resident becomes ineligible, Housing Choices WA will review ongoing housing arrangements and undertake appropriate Exit Planning consistent with relevant policies and legal requirements. Residents will be advised of their rights and responsibilities, including their right to appeal decisions regarding ineligibility.

The ineligibility process may be withdrawn where the resident advises of a genuine loss or reduction in income and subsequently becomes re-eligible for affordable housing, and/or where the resident provides additional information to demonstrate eligibility.

Housing Choices WA may also apply to the Discretionary Decision-Making Policy to residents who exceed income limits for a short period but do not have long term capacity to secure private rental housing, for example a household who work who are nearing retirement age or have seasonal work. In this event Market Rent may be charged until the household income reduces.

## 7. References

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
<ul style="list-style-type: none"> <li>• Residential Tenancies Act 1987</li> <li>• Community Housing Allocations Policy July 2025</li> <li>• Community Housing Eligibility Policy July 2025</li> <li>• Community Disability Housing (CDHP) Policy 2012</li> <li>• National Rental Affordability Scheme Act 2008</li> <li>• Equal Opportunities Act 1984 (WA)</li> <li>• Privacy Act 1988</li> </ul>	<ul style="list-style-type: none"> <li>• Allocation procedures</li> <li>• <a href="#">Domestic and Family Violence Policy (HCWA)</a></li> <li>• Transfer Policy</li> <li>• <a href="#">Privacy Policy</a></li> <li>• Former Tenant Debt Policy</li> <li>• ILP Intake Procedure</li> </ul>

### 5.1 Glossary

- Social Housing (Band A)** Applicants who meet Social Housing eligibility under CHEP, aligned with Public Housing income and asset limits
- Affordable Housing (Band B)** Applicants whose Band B refers to households whose income and assets exceed Social Housing (Band A) limits but meet the Affordable Housing eligibility limits under the Community Housing Eligibility Policy (CHEP).
- Joint Wait List (JWL)** The Joint Waitlist List (JWL) is date-listed based on the waitlist date of registration for a housing Application. The Housing Authority is responsible for the management of the JWL for Social Housing (Public and Community Housing – Band A), comprising of: a. Priority Applications; b. Wait Turn Applications; c. Transfer Applications; and d. over-income Public Housing Tenants transitioning to Affordable Rental Housing (Band B).
- Market Rent Housing** Housing that is leased to at a Market Rent.
- National Rental Affordability Scheme (NRAS)** A Government initiative to reduce rental costs for eligible low to moderate income households by at least 20% below market rates.

## 8. Version Notes

Version	Date	Details	Author	Approver
1	24/01/07	Policy ratified and implemented	U/K	Board
2	01/12/14	Policy revision	M. Shaw	A. Wilkerson
3	24/05/17	Policy revision & re-formatting	S Groome	Policy Committee
4	01/11/18	Inclusion of review & reference table	M. Shaw	K. Moorey
5	14/12/18	Separation and clarification of application and allocation processes.	M. Shaw	K. Moorey
6	10/02/21	Business name change	R. Cavanagh	M. Shaw
7	11/10/22	Policy review	Management team	N. Sangalli
8	5/04/2024	Policy review to accommodate market rental	Management and Assurance Team	N. Sangalli
9	11/02/26	Policy review to reflect updated Government of Western Australia requirements	Director, Placemaking and Partnerships	Chief Operating Officer



#### 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](http://www.tisnational.gov.au)

#### Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. 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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.tisnational.gov.au)

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