

1. Purpose

Housing Choices Australia (HCA) is a Community Housing Provider that provides affordable housing. The purpose of this policy is to assist customers through periods where they may have additional costs or loss of income that may impact their capacity to pay their rent and to sustain their tenancy.

2. Application

This Policy applies to all HCA residents/renters, staff, contractors, consultants and volunteers.

Governance documents support HCA people to live Our Values. They set out important controls that help keep people safe, manage organisational risk, and support compliance with legal and regulatory obligations.

All people to whom this document applies are expected to comply with it. Where non-compliance occurs, it will be managed in accordance with the organisation's performance management and disciplinary procedures.

3. Hardship

Housing Choices Australia recognises that residents may experience an unexpected event that may impact the tenants/renter's ability to pay their rent. This policy will allow Housing Choices Australia to temporarily reduce a tenants/renters rent to enable the tenant/renter to sustain their tenancy. When a customer reports an experience of hardship, Housing Teams will refer to the Hardship Policy.

HCA may apply a reduced rate of rent where the customer is experiencing a short-term crisis or emergency and/or when a customer temporarily does not have access to an income and this is impacting the customer being able to meet their rent obligations. Housing Officers will assess the information provided against this policy and in discussion with their line managers to assist customers. Hardship Arrangements must be proposed by Team Leaders for recommendation by State Operations Managers and approved by the Director of Housing Services.

3.1. Assistance for tenants/renters in Temporary Supported Accommodation

HCA is aware that in certain circumstances, customers may be required to spend time away from their primary residence and in supported accommodation facilities for health and/or other reasons. HCA will always comply with the program and/or contractual obligations of the property.

HCA will assist customers who are admitted to supported accommodation for a period of 4 weeks or more and where they are required to pay a service and/or accommodation fee to the provider that is equal to or above their regular rental charge, by reducing their rent to a nominal amount of \$20.00 per week for duration of their stay in the supported accommodation facility, if the program and/or contractual obligations allow.

Customers will be required to provide a formal letter from the supported accommodation provider which advises of the amount of the service fee, the expected duration of the stay and the expected dates of residence. The information should be provided to the customer's Housing Officer.

3.2. Assistance for tenants/renters who are incarcerated

HCA is aware that there are times when a customer may become incarcerated for a short period of time. HCA will always comply with the program and/or contractual obligations of the property.

HCA will assist customers who are incarcerated for a period of 12 weeks or less, and where they are not likely to be re-incarcerated in the 12 weeks following release, if the program and/or contractual obligations allow.

Customers can apply to have their rent reduced to a nominal amount of \$20.00 per week for the duration of 12 weeks or less during a period of incarceration.

Customers will be provided to submit formal documentation which confirms the length of incarceration and how long they expect to be absent from their property to their Housing Officer.

3.3. Emergency Assistance for tenants/renters

HCA is aware that there are times when customers are faced with emergency situations such as, but not limited to, pandemics, bushfires and floods, which may impact their ability to meet their rental payments and/or other tenancy charges.

HCA will consider assisting customers during declared emergency situations to assist customers to sustain their tenancies such as putting income reviews on hold and/or freezing rents for a period.

HCA will notify customers in writing of any decisions made during emergency situations. Customers are also encouraged to speak to their Housing Officer should they find themselves affected by an emergency.

4. References

This policy should be read in the context of the following:

- *Residential Tenancies Act 2010* (NSW)
- *Residential Tenancies Act 1995* (SA)
- *Residential Tenancies Act 1997* (VIC)
- *Residential Tenancies Act 1997* (TAS)
- *Residential Tenancies Act 1987* (WA)
- HCA Rent Setting Policy
- HCA Privacy Policy
- HCA Complaints and Appeals Policy

5. Definitions

Term	Definition
Renter/Tenant	Person who has signed lease agreement with HCA
Resident/s	Authorised person who lives in the property on an ongoing basis

6. Document details

Title	Hardship Policy
Version	v1.0
Approver	Chief Operating Officer
Owner	Director of Housing Services
Approval date	17.06.2026
Review period	3 years



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 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

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**.