



## Eligibility Policy

### Purpose

Salvation Army Housing (SAH) seeks:

1. To establish SAH's criteria for a person to be considered eligible at the time of allocation and ongoing eligibility defined within SAH or program guidelines.
2. To ensure that housing assets are used in the manner for which they were intended.
3. To ensure that there is a transparent eligibility determination process.

### Scope

This policy applies to all housing programs and properties owned or managed by SAH. This policy, along with the Allocation Policy, will determine if and how people applying for Social and or Community Housing will be allocated.

### Policy Statement

#### Transparent, Fair and Consistent

1. Housing eligibility assessments will be performed in a transparent, fair, and consistent manner.
2. SAH conforms to agreed federal and state allocation policies as part of maintaining its registration to provide community or social housing in each jurisdiction.
3. All eligibility assessments and at the time of allocating housing, SAH will comply with National and State laws regarding equal opportunity and antidiscrimination legislation.
4. Assessments are carried out in accordance with the Privacy Act.

#### Eligibility for Social or Community Housing

1. SAH will adhere to any contractual arrangements that apply to program specific, funding or government stated eligibility criteria as stated in any such agreement. SAH will allocate from waitlists and central registers in appropriate locations and adhere to the agreements surrounding their use for allocation purposes.
2. For a person/s to be eligible they are required to meet the income and asset limits respective of their relevant National and State Laws.
3. Eligibility may be assessed by SAH or predetermined by the relevant State Housing Authority.

#### Other Eligibility Criteria

The following customers are not eligible to be housed with SAH:

1. Previous tenants of SAH with unattended debts
2. Persons who own realisable residential real estate
3. Primary person not an Australian citizen or permanent resident

#### Decision Making

1. SAH believes that a sustainable tenancy starts with a quality allocation of housing for a suitable person/household. SAH effectively assess eligibility and allocate suitably matched available properties to people, while adhering to policy.

2. Decisions are made with care and diligence and with consideration of the program and/or contractual requirements under which the property may be managed.
3. Decisions that consider both the eligibility and the suitability of a person and their needs and a property are necessary to ensure not only future tenants are housed successfully in SAH's housing programs, but also to ensure the future capacity for SAH to sustain tenancies in them.

### Discretion

State Managers have discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

### Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

### Related Documents

Policy	Allocation Policy Appeals Policy Arrears Management Policy Complaints and Feedback Policy
Legislation	National Regulatory Code State Residential Tenancies Act and Regulation
Other Documents	Appeals Brochure

### Document Control

Authorisation	Board
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