

Allocations Policy for Funded Social Housing Providers

(Including longer-term and transitional housing services)

Effective Date: 11 September 2020

Department of Communities, Housing and Digital Economy



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1 Purpose

This *Allocations Policy for Funded Social Housing Providers* details the requirements for community housing providers assisting customers into and through the housing system, as appropriate to their needs.

1.1 Scope

Implementation of this policy is a requirement of the *Housing Regulation 2015* for providers funded under the *Housing Act 2003* to deliver community housing services. A community housing service is defined in the *Housing Act 2003*.

2 Policy statement

This policy requires community housing providers to deliver the following outcomes:

- Assist eligible applicants assessed to be in the greatest level of housing need, to access social housing (referrals, offers and nominations)
- fill community housing vacancies by making offers to applicants within established benchmark turnaround times (referrals and offers)
- match eligible households to the solution that best meets their assessed needs, at the point of allocation and when changes occur during the tenancy (allocations, transfers and exits).

When implementing this policy, the provider must make decisions fairly and transparently, using principles compatible with human rights, as described in the *Human Rights Act 2019*. The provider must document, in writing, the rationale for its decisions about allocations.

Transitional housing will not have a time limit associated with the programs.

3 Transitional Housing during the period of COVID-19 health emergency

This section 3 ONLY applies during the public health emergency in relation to coronavirus disease (COVID-19) as declared by the Minister for Health and Minister for Ambulance Services on 29 January 2020 under the *Public Health Act 2005*. Information about health declarations can be found at [Health Directions](#).

To support household stability during the declared public health emergency, some procedures and processes linked to the time-limited nature of transitional housing for existing and new tenants will be suspended until the end of the declared public health emergency.

There will be no requirement for transitional housing tenants to maintain an application on the housing register (after the initial allocation process is complete) to continue to be eligible to remain in a transitional housing property.

There will be no specific time-limits on the duration of a household's stay in transitional housing during the declared public health emergency.

Where the existing transitional housing dwelling is unsuitable for a long-term housing solution (for example, a home with shared facilities), usual procedures and processes can continue.

Community Housing Providers and Housing Service Centres should continue to work together locally to deliver the best outcomes for vulnerable Queenslanders during these times.

4 Referrals and Offers

4.1 Referrals

The department will supply a referral report to the provider for the vacancy. The provider must accept and assess the referral report to determine which eligible applicant best matches the vacancy.

4.2 Matching to a vacancy

The provider must identify the eligible applicant whose requirements, needs and circumstances best match the vacancy, taking into consideration the match to the local community and access to services that the eligible applicant may need.

The provider must have in place a clearly documented decision-making process for matching and keep records of matching decisions.

4.3 Offers

The provider is responsible for the final allocation decision.

The provider must make an offer of housing to the eligible applicant whose requirements, housing need and circumstances best match the property vacancy.

5 Nominations

A nomination occurs when the provider independently, or through an arrangement with a third party, identifies a potential customer to be housed in the provider's portfolio and submits a nomination to the department for that customer to be housed in the provider's portfolio.

Nominations may be used:

- for any community housing vacancy when the eligible customer assessed to be in the greatest level of housing need; or
- when the provider has been given written approval by the Regional Director to use the nominations process.

The Regional Director may approve a provider to use the nominations process for longer-term housing if:

- specialised support arrangements are in place for customers who cannot be identified through a search of the Housing Register, and/or
- the provider is approved to assist a particular target group which cannot be identified through a search of the Housing Register.

6 Transfers

A transfer is the movement of a tenant or household from one community housing property to another, where the form and expected duration of assistance is not changing.

The provider must ensure the proactive management of tenancies, in which transfers are used to ensure customers are housed in properties that best match their assessed needs and enable effective management of community housing. This includes management of under-occupancy, and the management of health and safety issues.

7 Procedures

The provider **must** implement the following procedures, published on the department's website (www.chde.qld.gov.au) from time to time:

[Service Provider Procedures \(SPPR01\): Allocations](#)

[Service Provider Procedures \(SPPR02\): Exit Procedures.](#)

[Service Provider Procedures \(SPPR03\): Transfers](#)

[Transfers - Operational policy and procedures: Supportive Housing Programs \(Common Ground\)](#)

8 Reporting requirements

The department will monitor the provider's compliance with this policy in areas including but not limited to:

- allocations from the Housing Register
- vacancy turnaround times.

The provider must report to the department on the outcomes delivered under this policy, as required in the Social Housing Program Specifications (for funded providers delivering crisis accommodation

and/or community housing services) applying to the provider's funding arrangement with the department.

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Attachment 1: Contacts

Region and contact details	email
Brisbane Region – 3007 4386	HHS BR ORD HHSBRORD@chde.qld.gov.au
South/West Region – 3437 6044	HS-South-West-Region@chde.qld.gov.au HHSSWRORD@chde.qld.gov.au
Central Queensland/North Coast Region – 4848 7060	HHS CQNCR ORD HHS-SD-CQNCR-ORD@chde.qld.gov.au
North Queensland Region – 4724 8578	HHS NR ORD HHS-NR-ORD@chde.qld.gov.au
Aboriginal and Torres Strait Islander Housing Unit- Cairns - 4036 5570	HHSATSIHUDeliveryProperty-Staff2@chde.qld.gov.au HHSATSIHUDeliveryTenancy-Staff@chde.qld.gov.au HHSATSIHUBPAS-Staff@chde.qld.gov.au

Attachment 2: Definitions

Term	Description
Act	The <i>Housing Act 2003</i> .
Applicant	Any person seeking a housing service from the Community Housing Provider.
Assessable Income	All general income, including pensions, benefits and allowances, wages and work allowances, and other income sources as nominated by the department from time to time. See the Community Housing Rent Policy for more detail.
Bedroom Entitlement	The number of bedrooms in the property as matched to the household's needs and number of people in the household.
Community Housing	Is a social housing service that is not public housing
Community Housing Provider	An entity providing or required to provide housing services using funds provided by the Department.
Community Housing Service	Has the meaning given in the <i>Housing Act 2003</i> , specifically: <ul style="list-style-type: none"> • A social housing service that is not public housing.
Crisis Accommodation	Refers to housing services funded under the Crisis Accommodation Program.
Customer	A person who: <ul style="list-style-type: none"> (i) Is receiving relevant goods or services from the funded provider, including a tenant of the provider; or (ii) Has applied to the funded provider to receive relevant goods and services.
Disruptive Behaviour	Behaviour which may or is likely to disturb the peace, comfort or privacy of other tenants, neighbours, or members of the surrounding community. This may include harassment, illegal activities and other inappropriate behaviour and includes actions that cause intentional or reckless damage to property or place the property at risk of damage.

Funding Agreement	means: - an agreement entered for providing funding to the provider as defined under the <i>Housing Act 2003</i> .
Term	Description
Household	All persons named on the application for housing assistance, or identified in the General Tenancy Agreement, regardless of age or relationship.
Housing Register	The department's register of Eligible Applicants awaiting social housing assistance.
Private Housing	Private housing generally refers to housing that is available in the private housing sector, or the non-social housing sector. It can be owner-occupied dwellings or rented privately and covers a range of housing types, including houses, apartments, and caravan parks.
Property	The property or premises described in the funding agreement, or where the context permits, property or premises in relation to which the Provider receives funding to deliver a crisis accommodation and/or social housing service and includes funded property.
Published	Published on the department's website and made available at the department's offices.
Registered Community Housing Provider	A community housing provider currently registered under the National Regulatory System for Community Housing (NRSCH) for the purpose of delivering Community Housing.
Regulation	The <i>Housing Regulation 20015</i> .
Social Housing Service	means: - the provision of housing to an individual for residential use, other than crisis accommodation as defined under the <i>Housing Act 2003</i> .
Spouse	Person in an interpersonal relationship and/or cohabiting with a tenant, applicant, or resident, including husband, wife, partner, or de-facto of any gender.

Tenant	A person named as a tenant under a residential tenancy agreement with the provider for a residential premises that is a funded property.
Under-Occupancy	Where a household resides in a property which has two or more bedrooms than the household requires or is entitled to.

Attachment 3: References

The requirements set out in this document are based on, and are consistent with, relevant Government legislation, regulations, directives, information standards and/or policies at the time of publication.

Examples are:

Legislation and regulations

- [Human Rights Act 2019](#)
- [Housing Regulation 2015](#)
- [Public Records Act 2002](#)
- [Residential Tenancies and Rooming Accommodation Act 2008](#)
- [Residential Tenancies and Rooming Accommodation Regulation 2009](#)
- [Residential Tenancies and Rooming Accommodation Regulation \(COVID-19 Emergency Response\) 2020](#)
- [Public Health Act 2005](#)

Department of Communities, Housing and Digital Economy

- [Queensland Housing Strategy 2017–2027](#)
- Social Housing Eligibility Criteria
- [Social Housing Program Specification](#)
- [Service Provider Procedures \(SPPR01\): Allocations](#)
- [Service Provider Procedures \(SPPR02\): Exit Procedures](#)
- [Service Provider Procedures \(SPPR03\): Transfers](#)
- [Transfers - Operational policy and procedures: Supportive Housing Programs \(Common Ground\)](#)