



ELIGIBILITY FOR LONG-TERM HOUSING POLICY

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Purpose

This policy establishes the approach of SouthEast to eligibility for its long-term rental housing programs.

Scope

This policy applies to all long-term rental properties owned or managed by SouthEast.

This policy does not apply to the following housing programs run by SouthEast:

- properties managed by SouthEast under the Transitional Housing program (there are currently no such properties);
- properties managed by SouthEast on behalf of other property owners where the owner retains responsibility for determining eligibility for the housing program; and
- temporary or crisis accommodation.

Policy statement

Approach to eligibility – guiding principles.

SouthEast establishes eligibility criteria for long-term housing to fulfill its social mission and to ensure that its housing is made available to relieve households from housing stress.

Accordingly, SouthEast will:

- only allocate long-term housing to eligible applicants;
- communicate clearly to applicants and the community as to who is eligible for long-term housing with SouthEast; and
- comply with its contractual, legal and regulatory obligations relating to eligibility for long-term housing.

Victorian Housing Register

SouthEast participates in the Victorian Housing Register (VHR). The VHR is a common register for all applicants for public housing and community housing in Victoria.

DHHS has established common eligibility criteria for the VHR that are set out in the [eligibility guidelines](#). The VHR eligibility criteria apply to all properties owned or managed by SouthEast in Victoria, other than those properties which SouthEast and DHHS may agree are outside the scope of the VHR.

All applicants with a current VHR application are taken by SouthEast to have established they meet the VHR eligibility criteria.

Applicants without a current VHR application can provide evidence to SouthEast that establishes they meet the VHR eligibility criteria. SouthEast will assist such applicants to make a VHR application either through referral to a suitable service or by assisting the applicant to lodge a VHR application.

General requirements for eligibility for long-term housing

To be eligible for long-term housing with SouthEast which is under the VHR, an applicant must:

- meet the VHR eligibility criteria;
- have no previous debt with SouthEast, the Director of Housing or another registered housing agency that remains unpaid

Specific requirements for long-term housing programs

SouthEast has some long-term rental housing programs where additional eligibility criteria to the general eligibility criteria apply. The [Allocations Schedule](#) in the [Allocations Policy](#) provides more detail on these programs and their specific eligibility requirements.

Eligibility for long-term housing programs outside the scope of the VHR

Where SouthEast owns or manages housing under programs that are outside the scope of the VHR, then:

- SouthEast will comply with any other legal or contractual obligations that apply to eligibility housing in that program; and
- SouthEast may within the scope of such legal or contractual obligations:
 - elect to apply the general eligibility criteria as a generally accepted benchmark to establish that the applicant needs affordable housing; or
 - apply some other reasonable eligibility criteria that is consistent with SouthEast's objects and purposes.

SouthEast will communicate clearly with applicants and stakeholders as to the eligibility criteria that apply to that program.

Procedures

Procedures established by SouthEast will include processes to ensure compliance with this policy, including to:

- assist people to apply for housing with SouthEast; and
- identify the program and eligibility criteria that apply to a vacancy.

Definitions

In this policy:

Applicant	means a person who has applied for housing via the VHR or, where permitted by policy, directly to SouthEast
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Community housing	Housing owned or managed by a community housing organisation
DHHS	The Victorian Department of Health and Human Services
General eligibility criteria	The eligibility criteria established by SouthEast under the section of this policy entitled “General requirements for eligibility for long-term housing”
Public housing	Housing owned and managed by DHHS
Transitional Housing	means the Victorian Government program to provide housing on a short-term basis to people at risk of homelessness seeking long term housing options
VHR	The Victorian Housing Register, the Statewide common application for people seeking public housing and community housing, which can be accessed via SouthEast, DHHS, the mygov portal or designated support providers
VHR eligibility criteria	<p>The VHR’s establish who is eligible for social housing. The VHR Eligibility Criteria relates to:</p> <ul style="list-style-type: none"> • income eligibility; • asset eligibility; • Australian Citizenship or permanent residency; and • Victorian residency.

Related policies

- VHR and DHHS eligibility documents
- VHR [eligibility guidelines](#)
- Transfers ex Governance Manual
- CHFV Definitions

Legislation and standards

This policy implements SouthEast's obligations under:

- Housing Act 1983 (Vic)
- Performance Standards for Registered Housing Agencies
- DHHS Victorian Housing Register Operational Guidelines

[Refer to the DHHS policy and Operational Guidelines](#)

Transparency and accessibility

This policy will be available on the SouthEast website www.sehc.org.au