

VCCH ELIGIBILITY AND ALLOCATIONS – ELIGIBILITY FOR LONG-TERM HOUSING PROCEDURE

Name of Procedure:	VCCH Eligibility and Allocations – Eligibility for Long Term Housing Procedure
Approval Authority:	CEO
Date effective:	14 May 2026
Due to be reviewed:	14 May 2029
Accountable Officer:	EGM Housing and Property Strategy
Responsible Officer:	Head of Housing & Partnerships
Procedure applies to:	VincentCare Community Housing

1. Purpose

- 1.1 The purpose of this Procedure is to establish the principles by which VincentCare Community Housing (VCCH) determines eligibility and allocations for its long-term rental housing programs.

2. Scope

- 2.1 This Procedure applies to VCCH.
- 2.2 This Procedure applies to all long-term rental properties owned or managed by VCCH.
- 2.3 This Procedure does not apply to the following VCCH programs:
- a) Transitional housing properties managed by VCCH;
 - b) Properties managed by VCCH on behalf of other property owners where the owner retains responsibility for determining rent; and
 - c) Temporary or crisis accommodation.
- 2.4 For the purpose of this Procedure, the term ‘renter’ is inclusive of the term ‘resident’.

3. Definitions

WORD/ TERM	DEFINITION
Applicant	A person who has applied for housing via the VHR or, where permitted by the Eligibility Procedure, through MyGov, and Designated Support Provider or directly to VincentCare Community Housing
Affordable Housing Applicant	A person who has applied for housing directly to VincentCare Community Housing to obtain long term housing under the Affordable Housing Scheme
Community Housing	Housing owned or managed by a community housing organisation
General Eligibility Criteria	The eligibility criteria established by VincentCare Community Housing under the section of this Procedure entitled “General requirements for eligibility for long-term housing”
Public Housing	Housing owned and managed by Department of Families, Fairness and Housing
Victorian Housing Register	The statewide common application for people seeking public housing and community housing
VHR Eligibility Criteria	The VHR establishes who is eligible for social housing. The VHR Eligibility Criteria relates to: a. income eligibility; b. asset eligibility; c. Australian Citizenship or permanent residency; and d. Victorian residency.

Table One – Definitions

4. Policy Procedure

ELIGIBILITY

- 4.1 VCCH establishes eligibility criteria for long-term housing to fulfill its organisational mission to provide social housing that is affordable for people experiencing homelessness or disadvantage.
- 4.2 VCCH will:
- a) only allocate long-term housing to eligible applicants;
 - b) communicate clearly to applicants and the community as to who is eligible for long-term housing with VCCH; and
 - c) comply with its contractual, legal and regulatory obligations relating to eligibility for long-term housing.

Victorian Housing Register

- 4.3 VCCH participates in the Victorian Housing Register (VHR). The VHR is a common register for all applicants for public housing and community housing in Victoria.
- 4.4 The Department of Families, Fairness and Housing (DFFH) has established common eligibility criteria for the VHR that are set out in the Eligibility Criteria Operational Guidelines <http://www.housing.vic.gov.au/social-housing-eligibility>. The VHR eligibility criteria apply to all properties owned or managed by VCCH in Victoria, other than those properties which VCCH and DFFH have agreed are outside the scope of the VHR.
- 4.5 All applicants with a current VHR application are taken by VCCH to have established that they meet the VHR eligibility criteria.

General requirements for eligibility for long-term housing

- 4.6 To be eligible for long-term housing with VCCH, which is under the VHR, an applicant must:
 - a) be able to live independently
 - b) be willing to enter a debt repayment agreement (if previous debt exists) with VCCH and demonstrate how the prospective renter will avoid falling into debt if accepted for long term housing

Specific requirements for particular long-term housing programs

- 4.7 Some properties have additional eligibility criteria. Examples might be eligibility based on gender, age or disability.

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

- 4.8 Where VCCH owns or manages housing under programs that are outside the scope of the VHR:
- 4.9 VCCH will comply with any other legal or contractual obligations that apply to housing eligibility in that program; and
- 4.10 VincentCare Community Housing may within the scope of such legal or contractual obligations:
 - a) elect to apply the general eligibility criteria as a generally accepted benchmark to establish that the applicant needs affordable housing; or
 - b) apply some other reasonable eligibility criteria that is consistent with VCCH's objectives and purpose.
- 4.11 VCCH recognises that different population groups are overrepresented in homelessness, however, in accessing homelessness support. Due to experiences of additional service barriers and discrimination people from LGBTQIA+ and Aboriginal and Torres Strait Islander peoples will be prioritised for long term housing.
- 4.12 VCCH will communicate clearly with applicants and stakeholders regarding eligibility criteria.

5. Supporting Documentation

- 5.1 Eligibility for Long Term-Housing Procedure
- 5.2 Rooming House Renter Requirements Procedure
- 5.3 Transitional Housing Procedure
- 5.4 Allocation of Long-Term Housing Procedure

5.5 Rent Setting and Hardship Procedure

6. Legislative and Regulatory Obligations and Quality Alignment

6.1 This Procedure implements the obligations of VCCH under:

- a) [Housing Act 1983](#)
- b) [Guidelines for Registered Housing Agencies published by Department of Health and Human Services DHHS](#)
- c) [Performance standards for registered housing agencies](#)
- d) [Rainbow Tick Standards - 3rd edition](#)