

VCCH ELIGIBILITY AND ALLOCATIONS POLICY

Name of Policy: VCCH Eligibility and Allocations Policy

Approval Authority: Group 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

Policy applies to: VincentCare Community Housing

1. Purpose

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

2. Scope

2.1 This Policy applies to VCCH.

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

2.3 This policy 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 policy, the term 'renter' is inclusive of the term 'resident'.

3. Policy

VCCH'S APPROACH TO ELIGIBILITY

3.1 VCCH establishes eligibility criteria for long-term housing to fulfill its organisational mission of providing social and affordable housing that is affordable for people experiencing homelessness or disadvantage.

3.2 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.

VCCH'S APPROACH TO ALLOCATION

3.3 VCCH's approach to allocation is informed by the following principles:

Integrity

3.4 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.

Fairness and Transparency

3.5 VCCH will allocate long-term housing to eligible applicants in a manner which:

- a) is fair, transparent and equitable;
- b) relieves households from housing stress;
- c) is in accordance with its contractual, legal and regulatory obligations; and
- d) supports the financial viability of VCCH's long-term housing programs.

Sustainability

3.6 VCCH is committed to promoting a successful and sustainable tenancy when matching applicants to its properties. VCCH will allocate housing in a way that:

- a) gives appropriate priority to households in need of housing assistance;
- b) considers the health, safety and support needs of applicants;
- c) matches individual housing needs with available properties;
- d) supports sustainable and harmonious communities and

Equity

Allocations Target - Victorian Housing Register (VHR)

- 3.7 Under the VHR's allocations framework, VCCH is required to meet an annual Priority Allocations Target. This requires VCCH to allocate a percentage of vacancies in Targeted Social Housing to Priority Access applicants in each financial year.
- 3.8 VincentCare Community Housing recognises that different population groups are overrepresented in homelessness, however, are underrepresented in accessing homelessness support. Due to experiences of additional service barriers and discrimination people from LGBTIQ+ and Aboriginal and Torres Strait Islanders peoples will be prioritised for long term housing.
- 3.9 VincentCare Victoria operates a diverse range of accommodation and support services for people experiencing disadvantage and is committed to applying an appropriate duty of care to all people in contact with VincentCare services. This includes protecting people's personal and cultural safety regardless of ability, cultural background, ethnicity, gender identity, sexual orientation or religion.

4. Supporting Documentation

- 4.1 Eligibility for Long Term-Housing Procedure
- 4.2 Rooming House Renter Requirements Procedure
- 4.3 Transitional Housing Procedure
- 4.4 Allocation of Long-Term Housing Procedure
- 4.5 Rent Setting and Hardship Procedure

5. Legislative and Regulatory Obligations and Quality Alignment

- 5.1 This policy 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](#)