

## VCCH - ELIGIBILITY AND ALLOCATIONS – TRANSITIONAL HOUSING PROCEDURE

<b>Name of Procedure:</b>	VCCH - Eligibility and Allocations – Transitional Housing Procedure
<b>Approval Authority:</b>	CEO
<b>Date effective:</b>	14 May 2026
<b>Due to be reviewed:</b>	14 May 2029
<b>Accountable Officer:</b>	EGM Housing and Property Strategy
<b>Responsible Officer:</b>	Head of Housing & Partnerships
<b>Procedure applies to:</b>	VincentCare Community Housing

### 1. Purpose

- 1.1 The purpose of this Procedure is to establish VincentCare Community Housing’s (VCCH) approach to managing Transitional Housing Management (THM) properties.

### 2. Scope

- 2.1 This procedure applies to all renters managed by VCCH under the THM program and VCCH staff involved in property and tenancy management.

### 3. Procedures

#### VCCH’S TRANSITIONAL HOUSING PROGRAM

- 3.1 Transitional Housing is funded by the Victorian Government as part of its response to people who are experiencing homelessness. VCCH’s THM program offers a fixed period of affordable and stable housing to enable people to eventually find long term housing.
- 3.2 The THM Program also allows renters the opportunity to engage with a support worker to address any concerns that are affecting their lives. These concerns may have impacted on their ability to sustain secure housing in the past.
- 3.3 VCCH as a registered housing agency manages its THM allocated program with the objective of assisting people experiencing homelessness to find secure housing in the future through assisting renters to recognise and address issues in their lives which inhibit their capacities to secure stable long-term accommodation.
- 3.4 THM properties are provided on a short to medium term basis and are linked to support services for renters. It is an expectation that all THM renters will cooperate with support services and work towards identifying support needs and identifying long term housing options inclusive of usual lease arrangements and renter responsibilities under the Residential Tenancies Act (RTA).

## Guiding principles/approach

- 3.5 The THM program aims to assist renters by providing safe, secure and affordable transitional housing. All renters are assessed by an Access Point or support agency to establish their eligibility for transitional housing as well as their long term housing and support needs.
- 3.6 Transitional housing refers to a supportive and temporary type of accommodation that is intended to bridge the gap from homelessness to permanent housing by offering structure and support to develop life skills, and in some cases enable participation in education and training.
- 3.7 VCCH's Tenancy and Property Management Team provide transitional housing on behalf of the Department of Families, Fairness and Housing (DFFH). The THM program essentially manages all transitional property matters such as ensuring that the housing stock is maintained to a community standard. The THM program coordinates the administration of THM tenancies and properties with a view to maximising a successful experience for renters alongside addressing their barriers to securing and maintaining long-term housing.
- 3.8 Transitional housing is generally for a limited duration. The length of stay will depend on individual circumstances. Transitional housing provides people with help after a crisis such as homelessness, a housing breakdown or family violence.
- 3.9 The following will apply with regard to the THM program:
  - a) THM renters will be eligible to apply for rebated market rent;
  - b) The National Privacy Principles as set out in the Privacy Act 1988 will apply to all VCCH renters;
  - c) Renters will be required to sign 'authority forms' allowing VCCH to access certain personal information enabling VCCH to fulfil its role as landlord as well as ensuring progress towards the achievement of long-term housing;
  - d) Where possible, VCCH will seek to resolve any renter complaints expeditiously and in an informal way by discussing the matter promptly and pro-actively with the renter and their support workers. VCCH will endeavour to resolve complaints within 30 days;
  - e) As Landlord, VCCH staff will manage transitional housing properties under the provisions of the Residential Tenancies Act (RTA);
  - f) VCCH is responsible for arranging urgent and non-urgent maintenance repairs for transitional properties;
  - g) An urgent 24 hour after hours maintenance service will be available to THM renters as prescribed by the RTA;
  - h) All THM renters must have a housing exit plan and actively work with support to address issues that inhibit their ability to get alternative housing, such as paying off rent arrears; and
  - i) Renters are expected to accept appropriate long-term housing offers in accordance with their exit plan.

## Communication

- 3.10 VCCH will provide clear information to renters on this procedure. In addition, VCCH will ensure that all new transitional housing renters receive a copy of the Transitional Housing welcome pack which elaborates more fully on many of the matters contained in this policy.

## 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

NAME	LINK
Housing and Support Partnership Agreement	<a href="#"><i>Housing and support partnership agreement</i></a>
Housing Registrar Performance Standards	<a href="#"><i>Housing Registrar -Performance-Standards 2015</i></a>
Residential Tenancies Act 1997	<a href="#"><i>Victorian legislation - Residential Tenancies Act 1997</i></a>
Homelessness Assistance Guidelines	<a href="#"><i>DFFH - Homelessness &amp; Housing Support Guidelines</i></a>
Homelessness Services	<a href="#"><i>DFFH - Homelessness Services Guidelines and Conditions of Funding May 2014</i></a>

## 5. Legislative and Regulatory Obligations and Quality Alignment

---

- 5.1 This Procedure supports SVDPV's alignment with the following legislation or quality standards:
- a) [\*Housing Act 1983\*](#)
  - b) [\*Public Health and Wellbeing Act 2008 \(Vic\)\*](#)
  - c) [\*Residential Tenancies Act 1997\*](#)
  - d) [\*Performance standards for registered housing agencies\*](#)
  - e) [\*Rainbow Tick Standards - 3rd edition\*](#)