

## Tenant Eligibility and Application Management Policy (Nesti)

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### Purpose

To define Nesti Housing's approach to assess and determine eligibility for new and existing tenancies across Nesti Housing Programs.

### Scope

This Policy applies to new applicants under the Residential Tenancy Act (1987).

### Policy Statement and Principles

Nesti Housing works in partnership with government and other services providers to provide adequate housing. This includes families and individuals who are unable access housing options in the private market.

Nesti Housing assess families and individuals' eligibility on both financial and non-financial criteria. This can vary according to different funding and programs.

### Policy Context and Related Legislation

This policy should be read in conjunction with other associated Nesti Housing policies and procedures.

This policy recognises the legal and moral obligations of Nesti Housing, and it has been framed around the following:

## **Legislation**

- *Corporations Act 2001* (Cth) (as amended 2022)
- *Mental Health Act 2014* (WA) (as amended 2022)
- *National Disability Insurance Scheme Act 2013* (Cth) (as amended 2022)
- *Occupiers' Liability Act 1985* (WA) (as amended 2015)
- *Privacy Act 1988* (Cth) (as amended 2022)
- *Property Law Act 1969* (WA) (as amended 2021)
- *Real Estate and Business Agents Act 1978* (WA) (as amended 2022)
- *Residential Tenancies Act 1987* (WA) (as amended 2022)

## **Codes, Frameworks and Standards**

- Community Housing Regulatory Framework
- National Affordable Housing Agreement
- National Community Housing Standards
- National Disability Insurance Scheme Quality and Safeguarding Framework 2016
- National Regulatory Code
- National Standards for Out-of-Homecare 2011
- Supportive Landlord Services Framework
- Western Australian Community Housing Regulatory Framework

## **NDIS Rules**

- National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2020

## **NDIS Guidelines**

- National Disability Insurance Scheme (Registered NDIS Provider Notice of Changes and Events) Guidelines 2019
- National Disability Insurance Scheme (Procedural Fairness) Guidelines 2018

## **Responsibilities**

- Nesti Housing is responsible for complying with the spirit of this policy and ensuring that all employees of Nesti Housing act in good faith and in accordance with this policy.
- Managers are responsible for monitoring compliance with this policy and reviewing this policy to ensure that it is operating effectively.
- All employees are responsible for:
  - acting in good faith and complying with the Customer Service Guide, the Nesti Housing culture, this policy; and
  - acting ethically and with integrity, honesty, and transparency at all times.

## Concise Summary of Key Changes Made in This Review of Document

This is a new Policy.

## Monitoring, Review, and Evaluation

This policy will be reviewed every three years. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly. This process will include the following.

- Ad hoc review and evaluation of current practices
- Periodic self-assessment
- Internal Audits
- External Audits

Nesti Housing will record and monitor progress of any improvements identified and feed that into service planning and delivery processes.

## Breaches of the Tenant Eligibility and Application Management Policy

Any breaches of the Tenant Eligibility and Application Management Policy could constitute a possible act of misconduct. Reference is accordingly made to Nesti Housing Employee Discipline and Termination Policy which outlines the relevant processes that may be followed if misconduct is suspected.

## Authorisation Template

Document Title	Tenant Eligibility and Application Management Policy (Nesti)
Record Number	CD/113[v1]
Lead Author	James Allbeury
Document Owner	Geoff Patching
Document Endorser	Geoff Patching
Board Approval Required?	false
Date Endorsed	28/03/2023
Next Review Date	28/02/2026