COAST2BAY HOUSING GROUP

Access to Housing

Policy

Coast2Bay operates within the Queensland Government One Social Housing System. Housing is allocated on the basis of need commensurate with achieving the appropriate mix of tenants in complexes. The mix is important to ensure that tenants can live in complexes harmoniously.

Coast2Bay Housing Policies are in line with Department of Housing and Public Works (DoHPW) policies.

Coast2Bay follows the Residential Tenancies and Rooming Accommodation Act 2008 (RTRAA 2008) and Regulations 2009 as amended from time to time in all tenancy and property management matters.

Coast2Bay selects tenants using a fair assessment process that considers –

- Each individual's housing need
- The aims of the company
- The funding program agreement
- Department Housing and Public Works common eligibility criteria (Housing Regulation 2003, Section 26: Eligibility policy)
- Matching client need with the appropriate level of housing assistance by matching supports and services.

Coast2Bay adopts a pathway approach to community housing with the goal of assisting households to achieve self-sufficiency. Notwithstanding this goal, Coast2Bay also provides housing for those households unable to sustain a "market" tenancy.

The housing programs of Coast2Bay aim to provide housing for:

- Persons on low incomes
- Persons in housing need.

Applicants with special needs and who need support are eligible for housing when:

- Their support needs can be met by another appropriate agency
- A written support agreement is in place.

For eligibility to be determined –

- Applicants of all Coast2Bay housing programs must meet the DoHPW Common Eligibility Criteria
- Applicants must register with the Housing Service Centre to be waitlisted on the Common Housing Register
- Applicants may attend an interview with a Coast2Bay Housing Manager

Coast2Bay does not use Tenant Vetting Databases (TICA) to determine eligibility.

Brochures and fact sheets are kept up to date and made available at the Coast2Bay offices. Brochures are also available at the offices of community and government organisations across the Sunshine Coast and Moreton Bay Regions.

Information about eligibility and application processes is also available –

- On Coast2Bay web site: www.coast2bay.com.au
- In Sunshine Coast Affordable Housing Directory which is kept current and up to date by Coast2Bay
- On DoHPW web site: www.hpw.qld.gov.au

Coast2Bay ensures that information about how to apply, who is eligible and the range of housing programs and services, is available via community networks, DoHPW web site and DoHPW Housing Services Centre, posters, e-newsletters, peak bodies, and listings in relevant directories.

Coast2Bay accepts formal and informal referrals from other agencies or Government Departments. Applicants are also referred by DoHPW Housing Services Centre from the Housing Register.

Applicants who are ineligible for housing with Coast2Bay will be provided with general housing information and/or a formal referral to the most suitable agency or Government Department who may be able to assist.