

## Tenancy Pathway Planning

As part of Coast2Bay's pro active approach to Tenancy Management and Department of Housing and Public Work's Ongoing Eligibility policy, tenancy pathway plans are conducted on a regular basis, 3-6 monthly for Transitional Housing and at least once every 12 months for Longer Term Housing.

The tenancy pathway planning and review process is to ensure tenants' needs continue to be appropriately met by supporting the movement of tenants through and out of transitional housing, based on assessed need.

### Transitional Housing

Tenancy pathway planning applies to all transitional tenancies with Coast2Bay Housing Group. This includes an initial plan and:

- 3 or 6 monthly reviews with the support agency and tenant
- ensure the prospective tenant has a clear understanding of the type of housing assistance on offer
- establish the transitional housing tenancy
- review the tenant's barriers to accessing and sustaining longer term housing
- work with the tenant to identify an appropriate exit outcome and pathway
- build the tenant's capacity to access and sustain a longer term tenancy
- monitor and review progress made in working towards an appropriate exit outcome
- support the tenant to make a smooth transition to the identified longer term housing option.

There are a number of principles that underpin the provision of supportive tenancy management in housing. The key principles are:

- **Maximise successful tenancy outcomes** – assistance will be provided to the tenant and their household to sustain their tenancy by linking the tenant to assistance appropriate to their circumstances.
- **Early identification, engagement and referral** – to maximise successful tenancy outcomes, there is a need for early identification of existing risk factors, continuing difficulties experienced by households and ongoing requirements for support, followed by a timely and appropriate course of action.
- **Consistent yet flexible tenancy management practices** – tenancy management policies and procedures are consistently yet flexibly applied to be responsive to the individual needs of tenants.
- **Positive engagement with tenants** – focus on fostering positive relationships with tenants. Support provided takes into consideration a tenant's whole situation and seeks to build their capacity to sustain their tenancy by building on their strengths.
- **Collaborative approach to support and referral** – working with government and non-government housing and support providers to assist tenants appropriately, to make appropriate referrals and establish coordinated solutions.
- **Maximise tenant choice and responsibility for the tenancy** – tenants are encouraged to make informed decisions and take responsibility for the management of their tenancy.