

Indigo Junction has an obligation to allocate its housing stock in a fair, sensitive and transparent way. Indigo Junction ensures that all tenants are selected openly and fairly, based on an assessment process which considers individual housing needs and meets the stated aims of the organisation

**All Indigo Junction Policies are to be read in conjunction with the organisations overarching policy commitment statement and the Specialist Homelessness Services (SHS) service standards.
Housing policies are compliant with and refer to the Department of Communities National Regulatory Code**

1.0 PURPOSE / OBJECTIVE

Indigo Junction has developed an allocation process that is as open and fair as possible while recognising the organisation's funding obligations, staffing constraints and the intensive demand for accommodation.

The need for supported accommodation options greatly exceeds the supply of houses available to Indigo Junction. Many young people and families in Midland and the surrounding areas are in urgent need of safe, secure and affordable accommodation. In order to assist the Managers to make the difficult decisions around who can access Indigo Junction housing, staff must collect information from each person who contacts the organisation seeking accommodation.

2.0 PRINCIPLES

Indigo Junction's stated aims are to:

- Provide supported accommodation options and case management for people experiencing homelessness or at risk of homelessness.

Indigo Junction works within the guiding principles of:

- Trauma Informed Care and Practice – an approach which recognises and acknowledges trauma and its prevalence, alongside awareness and sensitivity to its dynamics, in all aspects of service delivery.
- Person-Centred Approach – ensures that all thinking and actions are based upon what is important to the person from their own perspective and that contributes to their full inclusion in society.
- Strengths-Based Perspective – allows one to see opportunities, hope and solutions rather than just problems and hopelessness.

These guiding principles are underpinned by a:

- Housing First Philosophy - Housing is not contingent upon readiness, or on 'compliance' (for instance, sobriety). Rather, it is a rights-based intervention rooted in the philosophy that all people deserve housing, and that adequate housing is a precondition for recovery.

3.0 PRACTICE

- All enquiries related to accommodation will be directed to the relevant service for initial screening and details collection.
- Indigo Junction provides transitional accommodation for:
 - Young people aged 16- 25 years of age.
 - Young parent/s / Guardian/s aged 16 to 25 years and their children (including young women who are pregnant with their first child).
 - Parents / Guardians aged 16+ and their children for transitional accommodation located in the Midland and surrounding areas.
- Indigo Junction does not provide accommodation to single adults. Enquiries from this cohort will be collected as an un-assisted persons on SHIP.
- Indigo Junction will provide all tenant's with a 'Tenant Handbook' that outlines a range of information and policies including but not limited to:
 - Tenancy Agreement;
 - Rent Requirements;
 - Subletting, visitors and pets;
 - Support and Maintenance;
 - Utilities, Insurance and Smoking;
 - Water Usage;
 - Evictions and giving notice;
 - Grievances and Appeals; and
 - Feedback.
- Indigo Junction will comply with the requirements of the Department of Communities regarding all properties head leased from them.
- Indigo Junction will provide a Housing Allocations Procedure (HP4016) outlining eligibility criteria and allocations process.
- Indigo Junction will not maintain a waitlist for properties but will keep and maintain the details of people who have placed enquiries for 4 weeks at which time an individual must re-register with the service.
- Unoccupied properties will be occupied by an eligible person as soon as possible and no later than ten (10) business days, when the property has been deemed and marked 'tenantable'.
- Personal Information gathered from individuals is treated in accordance with the 'Privacy and Confidentiality Policy' (GO0001).
- Indigo Junction housing is provided in conjunction with support services as per service contracts. Individual's willingness to engage with support service will be a factor in determining allocations.

- Property Management meetings will be held fortnightly and allocations discussed. A quorum of 3 staff is required for the decision making process regarding allocations. The Program Manager is required to form part of the quorum, if unavailable a Service Manager is to be named as proxy for this role.
- Where there is a need, a special allocations meeting will be called for allocations, to ensure properties are occupied by an eligible person as soon as possible.
- The process of property allocations from initial enquiry to allocation decision will be documented for transparency and accountability.
- Indigo Junction services will not exceed 30% of tenants without accessible housing pathways.
- Indigo Junction will strive to maintain an 85% occupancy rate.
- Where Indigo Junction is unable to identify a suitable, eligible person within the cohort of the primary use of a vacant, tenantable property, the organisation has flexibility in the type of person/s allocated to the property. E.g. A small family occupying a property that is for the primary use of the Youth Service. Where the property in question is Head Leased from the Housing Authority, authority for this type of change must be sought from the department.
- A conflict of interest may arise if a person seeking accommodation through Indigo Junction is related in some way to a staff member. If a staff member is a relative, friend or business associate of a person being considered for housing, they must declare the possible conflict of interest to the Property Management Committee. This staff member must not participate in the decision making process. Any conflicts of interest that arise during an allocation process must be clearly recorded in the meeting notes and added to the conflict of interest register.
- The youth crisis beds, for 15-25 year old's, have an alternate allocations process as they are crisis beds and do not operate under tenancy agreements, they operate under Board and Lodging Agreements.
- The LIFT program has an alternate allocations process with direct referral from CPFS and allocations decided in partnership.
- In the event that Indigo Junction cannot fill a vacancy, the vacancy will be advertised to other registered community housing providers to find a suitable tenant.

Associated Indigo Junction policies to this policy:

- Privacy and Confidentiality (GO0001)
- Tenant Engagement (HP4003)


Associated Indigo Junction procedures to this policy:

- Housing Allocations (HP4016)

Policy Context: this policy relates to

Applicable Standards or other external obligations	NRSCH 1a – Tenant and Housing Services NRSCH – 4b – Governance NRSCH 6a – Management NCH – 1.1 – Allocation of Housing SHS Standard 1 – Access and Eligibility
Applicable legislation	Residential Tenancies Act 1987 Residential Tenancies Regulations 1989
Applicable contractual obligations	

Policy Contact Person: CEO

Approval Signature	
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