

T 4.01 Eligibility and Allocation Policy

1. Purpose

This policy outlines Common Equity NSW's approach to assessing eligibility and allocating housing fairly and transparently.

2. Scope

This policy applies to all applicants who may be allocated to social housing properties managed by CENSW.

3. Policy

CENSW provides housing to people in housing need who meet the eligibility requirements for social housing. We are committed to fair and transparent allocation processes that prioritise those in greatest need, match households appropriately to properties and support sustainable tenancies and communities.

Eligibility

3.1 General Eligibility

To be eligible for social housing through CENSW, applicants must:

- be an Australian citizen or permanent resident, and normally live in NSW
- be aged 18 years or over
- provide proof of identity for all household members
- have a household income and assets within the eligibility limits set by the NSW Government
- not own or part-own property that could reasonably meet their housing needs
- demonstrate the ability to sustain a tenancy, with or without support
- repay or be making repayments on any former debts to a social housing provider

3.2 Allocation

To be allocated a property, applicants must meet the eligibility criteria for social housing in NSW as set by the NSW Government.

3.3 Matching Applicants to Properties

When considering more than one eligible applicant for a property, CENSW will use a fair and transparent process to determine who is best suited. Matching is based on:

- household size and bedroom entitlements (as set out in the Social Housing Eligibility and Allocations Policy Supplement)

- health, disability or support needs, including whether the property is suitably located or equipped
- avoiding under-utilisation or overcrowding

3.4 Withdrawal of Offer

An offer of housing may be withdrawn where:

- the applicant is no longer eligible
- information used in the allocation decision is found to be inaccurate or incomplete
- household composition changes and the property is no longer suitable

Applicants will be informed in writing if an offer has been withdrawn.

4. Appeals

Applicants have the right to appeal decisions made under this policy. The CENSW Appeals Policy has more information on appeals.

5. Related Legislation, Documents and Policies

- Homes NSW Policy: Matching and Offering a Property to a Client
- Homes NSW Policy: Social Housing Eligibility and Allocations Policy Supplement
- Homes NSW Policy: Eligibility for Social Housing
- Appeals Policy

6. Variations

Name and Designation of Approver	Head, Co-operative Services
Contact/Responsible Delegation	Co-operative Services Team Manager
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