

## 2.1.3 Application Process & Waitlist Update



### **Preamble**

Women's Housing Company (WHC) is a community housing association as part of the social and affordable housing systems in NSW. WHC offers long term housing for single women and medium term housing through support partnerships.

Women's Housing Company is a participatory organisation of the social housing common access system Housing Pathways.

It is the aim of the organisation to make the application process as easy as possible, providing clear guidelines and explanations to avoid any wrong expectations and impressions.

The application process requires correct information to allow for best practice decision making.

---

### **POLICY**

---

Women's Housing Company provides social and affordable housing programs; the application processes for these are as follows.

**Access to WHC Social Housing** is through the common access system Housing Pathways. This is regulated as per the Housing Pathways Policies and Processes (<http://www.housingpathways.nsw.gov.au/>). Application forms may be accessed by contacting WHC (by phone, email or attendance at the office in person) or through the Housing Pathways website. Successful applicants will be placed on the Housing Pathways Housing Register and may be offered housing through a number of social housing providers.

**Access to WHC Affordable Housing (BlueCHP) and Social Housing Subsidy Scheme** is by internal application. Application forms may be accessed by contacting WHC (by phone, email or attendance at the office in person) or through the WHC website. Successful applicants will be placed on the internal WHC waiting list for Affordable Housing.

**Access to WHC Supported Transitional Housing** is by nomination from partnership support agencies. This is regulated as per the current Partnership Service Agreement. Application forms will be provided to partnership support agencies at the beginning of the agreement, as they are revised, or by request. Successful applicants will be temporarily housed, with support from their nominating agency, in transitional housing in the nominated property.

Applicants for all programs will be expected to complete the forms fully and accurately and to provide all supporting documentation as requested.

---

**Date developed: 2004**

**Date/s policy was ratified and/or changed by Board: 31/1/05; 28/8/07; 27/08/10**

**Note:** Procedures are designed to guide the implementation of a policy and will be updated on a regular basis as part of ongoing best practice service improvement.

In order to make a thorough assessment, particularly in regards to priority and urgency of need, applicants may be asked to attend an interview as part of the application process.

All decisions are documented in writing.

---

## **PROCEDURE**

---

On application for housing with Women's Housing Company the appropriate **application pack** will be provided (excludes access to Supported Transitional Housing). If the request is made in person (by phone or attendance at the office) a brief conversation will occur to assess appropriate housing products to be applied for (Social vs Affordable Housing) and urgency of need (which may require linking to other Housing Pathways or Housing NSW products). In this discussion the application process will be briefly explained and provisional time frames for the process established.

### Housing Pathways Application Pack

- Housing Pathways Evidence Requirement Information Sheet
- Housing Pathways application forms as relevant (at minimum, Application for Housing Assistance Form and Social Housing Supplement)
- A language sheet covering 21 community languages requesting the applicant to call the interpreting services for free, with the phone number provided, if they shall not understand the content of the information sent to them.

### BlueCHP Affordable Housing/Social Housing Subsidy Scheme Application Pack

- BlueCHP Affordable Housing and Social Housing Subsidy Scheme program outline and eligibility requirements fact sheet
- BlueCHP Affordable Housing Application Form and Social Housing Subsidy Program Supplement
- A language sheet covering 21 community languages requesting the applicant to call the interpreting services for free, with the phone number provided, if they shall not understand the content of the information sent to them.

Once a completed application form has been received by Women's Housing Company they are collected by the Administration Worker and assessed for completeness; the Administration Worker will acknowledge receipt and request further documentation as required. Application forms will be date stamped and uploaded into TRIM as appropriate.

The Access and Allocation Project Worker will review completed applications as they submitted. As relevant, interviews will be scheduled with applicants and supplementary forms provided. Urgent applications will be reviewed and actioned within two working days; other applications will be reviewed and actioned within one week.

Each application will be assessed against the relevant eligibility criteria with assessment finalised within four weeks of receipt (of full information as requested). Urgent applications will be finalised within one week. Priority assessments will require Operations Manager authorisation. Applicants will be advised in writing of the outcome of assessment.

---

**Date developed: 2004**

**Date/s policy was ratified and/or changed by Board: 31/1/05; 28/8/07; 27/08/10**

**Note:** Procedures are designed to guide the implementation of a policy and will be updated on a regular basis as part of ongoing best practice service improvement.

Applicants submitting incomplete applications will be given six weeks to provide missing information. If this information is not received within the deadline specified, the application is rejected; applicants are informed about this in a letter requesting relevant information.

Every 12 months Women's Housing Company conducts a **waitlist update** for internal (non Housing Pathways) applications; this occurs over the Christmas period and applicants are given 4 weeks or more to update their details. Eligibility will be reassessed as necessary. Any applicants who do not respond to the request for updated information will be removed from the waiting list.

### **Supported Transitional Housing**

Nominations for Supported Transitional Housing are by a support agency in a formalised partnership agreement with WHC. Nominations are made using the relevant application forms with eligibility assessed as per the Partnership Service Agreement. Nominations will be assessed for eligibility by the relevant Housing Worker and authorised by the Operations Manager. The support agency will be informed of the outcome and, as appropriate, lease signing arrangements made.