

Eligibility Policy

Policy Owner:	The Manager Corporate Services is responsible for the review and currency of this policy.
Endorsement:	Endorsed by the Executive Team on 08/04/2025
CEO Approval:	Approved by the Chief Executive Officer on 08/04/2025 This policy is valid from the date of CEO approval and remains in force, as amended from time to time, until such time as formally revoked by resolution at a meeting of the Executive Team.
Next Review Due:	08/04/2028

1. Purpose

This policy establishes the approach of MASP to eligibility for its rental housing programs.

2. Scope

This policy applies to all rental properties owned or managed by MASP.

3. Policy Statement

3.1 Approach to eligibility – Guiding Principles

MASP establishes eligibility criteria for housing to fulfill its social mission and to ensure that its housing is made available to relieve households from housing stress.

Accordingly, MASP will

- only allocate housing to eligible applicants;
- communicate clearly to applicants and the community as to who is eligible for housing with MASP; and
- comply with its contractual, legal and regulatory obligations relating to eligibility for long-term housing.

3.2 Victorian Housing Register

MASP participates in the Victorian Housing Register (VHR). The VHR is a common register for all applicants for public housing and community housing in Victoria.

DFFH has established common eligibility criteria for the VHR that are set out in the Eligibility Criteria Operational Guidelines. The VHR eligibility criteria apply to all properties owned or managed by MASP in Victoria, other than those properties which MASP and DFFH have agreed are outside the scope of the VHR.

All applicants with a current VHR application are taken by MASP to have established that they meet the VHR eligibility criteria.

Applicants without a current VHR application can provide evidence to MASP that establishes they meet the VHR eligibility criteria. MASP will assist such applicants to make a VHR application either through referral to a suitable service or by assisting the applicant to lodge a VHR application.

3.3 General requirements for eligibility for long-term housing

To be eligible for long-term housing with MASP which is under the VHR, an applicant must:

- meet the VHR eligibility criteria;
- have no previous debt with MASP, the Director of Housing or another registered housing agency that remains unpaid (unless a repayment agreement has been entered into)

3.4 Specific requirements for particular long-term housing programs

MASP has some particular long-term rental housing programs where additional eligibility criteria to the general eligibility criteria apply. The Allocations Schedule in the Allocations Policy provides more detail on these programs and their specific eligibility requirements.

Eligibility for long-term housing programs outside the scope of the VHR

Where MASP owns or manages housing under programs that are outside the scope of the VHR, then:

- MASP will comply with any other legal or contractual obligations that apply to eligibility housing in that program; and
- MASP may within the scope of such legal or contractual obligations.
- elect to apply the general eligibility criteria as a generally accepted benchmark to establish that the applicant needs affordable housing; or
- apply some other reasonable eligibility criteria that is consistent with MASP's objects and purposes.

MASP will communicate clearly with applicants and stakeholders as to the particular eligibility criteria that apply to that program.

3.5 Procedures

Procedures established by MASP will include processes to ensure compliance with this policy, including to:

- assist people to apply for housing with MASP; and
- identify the program and eligibility criteria that apply to a particular vacancy.

4. Roles and responsibilities

Role	Responsibility
Manager Corporate Services	Responsible for the review and currency of this policy and associated procedures.
Executive Team	Responsible for reviewing and recommending this policy to CEO for approval.
CEO	The Chief Executive Officer is responsible for the approval of this policy.
All Staff	All MASP staff are responsible for adhering to this policy at all times.

5. Definitions

MASP	Mallee Accommodation and Support Program Ltd.
CEO	Chief Executive Officer
DFFH	Victorian Department of Family, Fairness & Housing
Director of Housing	Victorian government statutory authority that owns all public housing land in Victoria and which is the principal funding body for community housing.
Nomination rights	Arrangements between MASP and third-party support providers where the support provider nominates applicants for certain vacant properties.
Priority Access	Applicants on the VHR who have been assessed as having a priority housing need. The Priority Access Categories are: • Emergency Management Housing • Priority Transfers • Homeless with Support • Supported Housing • Temporary Absence • Special Housing Needs • Special Housing Needs (Aged 55 years and over)
Public Housing	Housing owned and managed by DFFH
Targeted Social Housing	The properties that are considered Targeted Social Housing under agreements between MASP and the Director of Housing.
Transitional Housing	Victorian Government program to provide housing on a short-term basis to people at risk of homelessness seeking housing options.
VHR	The Victorian Housing Register, the statewide common application for people seeking public housing and community housing.
Applicant	A person who has applied for housing via the VHR or, where permitted by this policy, directly to MASP.

6. Related Documents

This policy is implemented in conjunction with the following related documents:

Policies	• Accessibility Modifications Policy • Allocations Internal Policy • Bonds Management Policy • Code of Conduct Policy • Conflict of Interest Policy • Complaints & Appeals Tenants & Prospective Tenants Policy • Inspections Policy • Maintenance and Repairs Policy • Privacy and Information Security Policy • Property Damage by Tenant Policy • Rent Arrears Management and Evictions Policy • Rent Setting and Collection Policy
Procedures	• NIL
Instructions and Guidelines	• Being a Good Neighbour Policy • Urgent After-Hours Repairs Policy
Forms and Templates	• Condition Report – Entry – P&T ED • Condition Report – Exit – P&T ED • Residential Rental Agreement – P&T ED

7. Legislation and other References

Related Legislative Acts and other sources of Authority	• Housing Act 1983 (VIC) Part VIIIA – Social Housing • Residential Tenancies Act 1997
Related Standards, Guidelines and other References	• Performance Standards for Registered Housing Agencies • DFFH Victorian Housing Register Operational Guidelines • Guidelines for Registered Housing Agencies published by DFFH • Legal agreements between MASP and the Director of Housing relating to the VHR