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## Vulnerable tenants and occupants

### Overview

This policy explains what we will do to help tenants and household members that we think are vulnerable.

### Scope

This policy applies to all tenants of St George Community Housing and its subsidiaries (we, our and us).

### Purpose

The purpose of this policy is to:

- Help our employees to identify tenants and household members who may be vulnerable.
- Make sure that we offer help to vulnerable tenants and household members so that they can successfully maintain their tenancy.
- Support vulnerable tenants and household members.

### Definition

A vulnerable tenant or household member is someone who is at risk because of:

- Rent arrears
- Debt
- Hoarding and squalor
- Domestic and Family Violence
- Noise and nuisance
- Property suitability to clients' needs
- Any other indicators in our Vulnerability Assessment Tool (VAT).

Without help or support, the person could be at risk of injury, illness or harm, or could lead to their tenancy being ended.

### Identifying a vulnerable tenant or household members

Tenants or household members who are at risk or need support, can contact us directly to request help. Referrals to the support coordination team may also be made by team members. We have an assessment tool that we will use to help us work out possible support needs around vulnerability or risk.

### Point in time assessments

A tenant or household members can be assessed as vulnerable any time during the tenancy, but we will monitor vulnerability at the following points:

- When we offer a property.
- When a person is housed from a high priority category on Housing Pathways.
- When a person is housed from identified vulnerable groups.
- At the post-allocation survey.
- When we do our tenant surveys.



- When a tenant has rent arrears.
- During home visits and inspections.
- If a tenant tells us that themselves or their household members are experiencing any indicators of vulnerability
- Any time a tenant or household member contacts us

### Responding to vulnerability

If a tenant or household member is identified as being vulnerable, we can offer referrals to appropriate services (as agreed with the tenant/household members or as otherwise permitted by law) and continue to monitor the tenant's situation.

If a tenant or household member chooses not to engage with a Support Coordinator or specialist support services, we will monitor their situation and keep in contact with them through block meetings, home visits and inspections (as permitted by law). We will respect their right to privacy but may disclose such information where permitted or required by law.

### Monitoring and Review

We will review the circumstances of all tenants or household members who are identified as being vulnerable 12 weeks after we make a referral and then again 12 months later.

If the tenant or household member's circumstances have changed, we assess them as no longer being vulnerable, and their support needs have been met, our referrals will be closed. we will record this information in the tenant's record in One Housing.

If the tenant or household member's circumstances have not changed and they are still considered to be vulnerable, we will continue to support the tenant in line with this policy and any related procedures.

### Relevant legislation

- Residential Tenancies Act 2010 (NSW)
- Work Health and Safety Act 2011 (NSW)
- Privacy Act 1988 (Cth) including the Australian Privacy Principles (APPs)

### Policy information

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