

## Vulnerable Renters and Occupants

### Overview

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

### Scope

This policy applies to SGCH Homes Victoria and its subsidiaries (**we, our and us**).

### Purpose

The purpose of this policy is to:

- support our employees to identify renters and household members who may be vulnerable
- make sure we offer support to vulnerable renters and household members so they can successfully maintain their rental agreement
- take a human rights based approach when working with vulnerable renters and household members.

### Definitions

#### Vulnerable renter or household member

A vulnerable renter 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 needs.

Without support, the person could be at risk of injury, illness, or harm, which could lead to the end of their rental agreement.

### Identifying a vulnerable renter or household member

Renters or household members who are at risk or need support can contact us directly to request help. We also can make point in time assessments using an assessment tool to help us identify vulnerable renters and household members and their potential support needs based on their overall risk profile. The section below outlines when we make point in time assessments to identify vulnerable renters and household members.

### Point in time assessments

A renter or household member can be assessed as vulnerable anytime during their 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 the Victorian Housing Register (VHR)
- when a person is housed from identified vulnerable groups

- at the post-allocation survey
- when we complete our renter surveys
- when a renter has rent arrears
- during home visits and inspections
- if a renter tells us they or their household members are experiencing any indicators of vulnerability
- any time a renter or household member contacts us.

## Responding to vulnerability

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

If a renter or household member chooses not to engage with us 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 renters or household members who are identified as being vulnerable 12 weeks after we make a referral and then again 12 months later.

If the renter or household member's circumstances have changed and we assess them as no longer being vulnerable, it means their support needs have been met and our referrals will be closed.

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

## Relevant legislation, regulations or standards

- [\*Charter of Human Rights and Responsibilities Act 2006 \(Vic\)\*](#)
- [\*Housing Act 1983 \(Vic\): Performance Standard 1 \(Tenant and housing services\)\*](#)
- [\*Privacy Act 1988 \(Cth\)\*](#)
- [\*Privacy and Data Protection Act 2014 \(Vic\)\*](#)
- [\*Residential Tenancies Act 1997 \(Vic\)\*](#)

## Policy information

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