

Policy Document



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Winter Lodge Policy

Location:	Ainslie Village ACT
Policy Type:	Social Housing
Version:	1.0
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National Regulatory Code:	Performance Outcome 1 – Tenant and Housing Services

1. OBJECTIVE

1.1 This policy provides guidelines as to the eligibility and management of residents at the Winter Lodge.

2. BACKGROUND AND SCOPE

1. Argyle Housing has partnered with ACT Housing to manage a pilot project called Winter Lodge to supply short term housing to homeless men in the ACT.
2. Ainslie Village is a caring, non-violent and tolerant community that employs principles to maintain harmony among residents and with those who support them.
3. Argyle Housing's Ainslie Village program promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
4. Argyle Housing's Ainslie Village program is compliant with the ACT Human Rights Act.
5. Argyle Housing's Ainslie Village program supports and encourages a person-centered and culturally sensitive approach to service delivery.
6. Argyle Housing's Ainslie Village program promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.

3. DEFINITIONS

3.1 Refer Argyle Housing Policy: Policy Definitions.

4. POLICY DETAILS

1. The Winter Lodge is an 18 bedroom house physically located within Ainslie Village.
2. Accommodation will be provided to eligible applicants for a maximum of 7 days.
3. The eligibility for housing at Winter Lodge is largely determined by the guidelines set out in this policy

4. Argyle Housing will provide assistance to residents of Winter Lodge to obtain long term housing.
5. Referrals for accommodation in Winter Lodge can be made by external providers or by self-referral.
6. Accommodation will be available 7 days per week, however referrals will only be accepted Monday-Friday (excluding public holidays), before 5pm.
7. Data collected under this pilot will be recorded using the SHP data system managed by the ACT government. Argyle Housing may collect additional data for reporting and evaluation of this pilot project.

5. ELIGIBILITY CRITERIA

1. To be eligible for housing at Winter Lodge, the following criteria apply:
 - Applicants must not be subject to a current site ban
 - Applicants must have no access to income or income no more than the gross income limit applicable for public housing
 - Applicants must not own assets, (car, home, boat, land, etc.), that exceed \$40,000
 - Applicants must demonstrate a housing need, currently homeless or at risk of immediate homelessness
 - Applicants must be capable of communal and independent living; (minimal support can be provided by an applicable service provider of their choice)
 - Applicants must be a permanent resident or Australian citizen; (exception can apply to asylum seekers that are approved by the Department of Immigration).
 - Applicants are not required to have lived in the ACT prior to applying at Winter Lodge.
 - Applicants must not own a residential property in Australia.
2. Applicants must participate in an interview prior to any application for housing being approved. Additional documentation such as identification may be required.
3. Referrals can be made by all external support services, police, health services, and self-referrals/walk-ins accepted and supported by Argyle Housing Staff if they are received before 5pm Monday-Friday. Applications received after 5pm will not be assessed until the following day.
4. Referrals will be assessed within 2 hours of receipt via email - winterlodge@argylehousing.com.au. Applicants or service providers must make a phone call to Argyle Housing staff on (02) 61626800 to advise of referral lodgment in the event of emergencies or time limitations.
5. The Tenancy Officer will assess each application against the Site Ban register in the first instance to ensure that the applicant is eligible for housing at Ainslie Village.
6. Where additional information is required to assess the application for assistance the Tenancy Officer or Team Leader will give best endeavors to contact the provider or applicant to obtain that information or to arrange for an interview prior to determining the outcome.
7. Confirmation of acceptance of the application will be made by return email and phone contact, by the Tenancy Officer, to discuss arrangements for intake.

6. ADMISSION AND HOUSING PROCESSES

1. Successful applicants for housing in Winter Lodge will be required to attend on-site prior to 8 pm. Admissions after 8 pm will not be permitted.
2. The Tenancy Officer and Lead Tenant will meet with the resident and complete an induction which must include -
 - a. Provision of a Welcome Pack
 - b. Signing of Winter Lodge Agreement
 - c. Signing of Winter Lodge Rules
 - d. Provision of emergency evacuation, contact information for the Lead Tenant and security procedures
 - e. Provision of a room key
 - f. Provision of bedding, hygiene packs and food packs for a minimum of 1 night
3. The Tenancy Officer will advise the Tenancy Action Worker (TAW) immediately upon approving a new resident for Winter Lodge. The Tenancy Action Worker will meet with each new resident within 1 working day of their arrival. The Tenancy Action Worker will establish the residents long term housing goal and commence a housing action plan for that week. Residents are not required to engage in long term housing planning but are strongly encouraged to in order to break the cycle of homelessness and improve health outcomes.
4. Residents who do not engage in long term housing planning with the TAW are not prohibited from applying to re-enter Winter Lodge, however repeated short term access will be discouraged.
5. Residents of Winter Lodge are able to access all on-site services at Ainslie Village during their stay including The Blue Door, ACT Directions Health Clinic, Legal Aid, CAHMA and Flourish.
6. Residents are required to adhere to the terms of Winter Lodge Agreement and the Winter Lodge rules. Any breach of these conditions will result in the agreement being terminated and the resident evicted from Ainslie Village. Instances of violence, criminal activity or anti-social behaviour that causes harm to staff, residents, volunteers, contractors or visitors to the site will result in Police action and/or a site ban being issued. Under these circumstances these residents will be ineligible for re-entry into the Winter Lodge.

6. EXITING THE WINTER LODGE

1. On the 7th day, or the nearest business day to the client's exit date, Argyle Housing's Tenancy Officer, Tenancy Action Worker, and Lead Tenant will meet with the resident to commence a sign out, and exit.
2. Residents leaving Winter Lodge are requested to sign out whether leaving at the end of the 7 days or prior to this.
3. Residents are required to return their room key and conduct an inspection of the room with the Tenancy Officer prior to leaving

4. All residents are requested to vacate on their last day by 10am to allow time for cleaning and room preparation for new referrals. Extensions beyond 7 days is not permitted except by approval of the Housing Services Manager or CEO.
5. Residents who will be transferring to occupancy agreements within Ainslie Village will be supported by Argyle Housing staff to sign their agreement and transition to their long term housing prior to the end of their 7 days wherever possible.
6. The Tenancy Officer will maintain the Winter Lodge Attendance Sheet and enter this data onto SHP and Argyle Housing files.
7. Former residents of Winter Lodge can re-apply for housing in the event that they have been unsuccessful in securing long term accommodation. Re-entry is conditional upon meeting the original eligibility criteria and a commitment by the applicant to working with the TAW on securing appropriate long term housing.

8. RELATED POLICIES AND DOCUMENTS

- 5.1 Delegation of Authority Schedule
- 5.2 ACT Government Eligibility for Social Housing Guidelines
- 5.3 Property-specific Complaints Policies, Procedures and Tools.
- 5.4 National Community Housing Standards Reference - 1.1 Allocation of housing

Version Control

Version No	Date	Author	Position	Next Review Date
1.0	May 2020	C. Doherty	Housing Services Manager	05/05/2020