

**PURPOSE**

This policy explains how Evolve Housing Vic Limited (EHVL) and the entities described in clause 3 of this policy (collectively referred to as “the Company”) will provide crisis and transitional housing to those people in greatest need who, without the services of a Support Partner, may otherwise not be able to independently sustain a tenancy.

<b>POLICY REFERENCE</b>	VHS200
<b>POLICY OWNER</b>	Group General Manager Resident Services
<b>APPROVED BY</b>	Group Executive Team
<b>APPROVAL DATE</b>	September 2025
<b>REVIEW DATE</b>	September 2028

**1. SCOPE**

This policy relates to crisis and transitional housing for clients of Support Partners, which is provided on short to medium, fixed-term tenancies.

**2. POLICY STATEMENT**

Supported Housing is a three way partnership between the Company, Support Partners and clients of the Support Partners. The Company is committed to participating effectively in the early intervention and prevention of homelessness, and recognises that the provision of housing alone is not enough to solve homelessness or achieve a successful tenancy. Housing which is affordable for people in need must be matched with appropriate client-focused support.

**2.1 Target Groups**

The primary focus of Supported Housing is for certain vulnerable groups who are homeless or at risk of homelessness, including:

- Young people;
- Aboriginal people;
- Elderly people who require support to live independently;
- People with mental illness issues;
- Women with Children;
- Victims of Domestic or Family Violence
- Single homeless men.

In addition the Company’s Supported Housing Program will also focus on the provision of Supported Housing for:

- People leaving correctional facilities;
- Refugees and migrants; and
- People with physical or intellectual disabilities.

**2.2 Housing Need:**

Applicants for Supported Housing must be in need of housing and unable to resolve this need in the short to medium term, without assistance from a Company Support Partner.

A need for housing can be demonstrated in various ways. People who are in need of housing may:

- Suffer from chronic homelessness (being homeless for longer than six months or experiencing repeated episodes of homelessness in a 2 year period)

- Be in urgent need of housing and have barriers in accessing or maintaining private rental options.
- Not have an urgent need, but other housing options are not suitable or accessible as a short term option.

### **2.3 General Criteria**

Applicants for Supported Housing must:

- Establish their identity;
- Be a citizen of, or have permanent residency in Australia;
- Be a resident of Victoria;
- Be able to sustain a successful tenancy with support;
- Generally be 18 years of age or older; and
- Have an active application on the Victorian Housing Register.

### **2.4 Income and Asset Eligibility**

Applicants must meet the Victorian Housing Register income eligibility limits. In addition, applicants should not have property or assets which could reasonably be expected to solve the applicant's housing need.

### **2.5 Selecting eligible households for Supported Housing**

An applicant for Supported Housing must be nominated by a Support Partner and must complete a disclosure consent form so that the Company and the Support Partner can exchange information relating to the nomination for housing.

The Support Partner must:

- Complete a Nomination Form;
- Provide proof of identity of the applicant;
- Provide proof of income for the proposed tenant;
- Provide supporting documentation.

### **2.6 Tenure**

A Support Partner which has a supported housing Service Level Agreement with the Company, has the right to nominate applicants for properties covered under that Agreement when a vacancy occurs.

If the applicant meets the eligibility requirements, Supported Housing will be provided to the applicant for a fixed term period of not less than 3 months and not greater than 18 months.

### **2.7 Rent and Bond**

Where relevant, the Company sets rent, bond and other related charges (as applicable), in line with the Rent Setting and Rebate Operational Guidelines.

#### **2.7.1 Rent Amount**

Rent will be charged at the rate of 25% of the gross assessable household income, plus 100% of the household's entitlement to Commonwealth Rent Assistance.

#### **2.7.2 Bond Amount**

An amount equal to two weeks' rent will be collected from the Tenant as the rental bond.

### **2.8 Review of Applicants**

The Company will contact the Support Partner to find out if the Tenant is still engaged with the support service. A Tenant who is no longer supported by the Support Partner will no longer be eligible for the Supported Housing Program.

A review of eligibility will be conducted in line with fixed term tenure.

### 3. APPLICABILITY

This policy applies to:

Company
Evolve Housing Vic Limited
EchoRealty Vic Limited
Evolve Playford Limited
Evolve Rosanna Limited
Evolve Sunshine Limited

### 4. DEFINITIONS

- Commonwealth Rent Assistance - a non-taxable income supplement payable to eligible people who rent in the private rental market or community housing.
- Rent Setting and Rebate Operational Guidelines - Department of Families, Fairness and Housing Rent Setting and Rebate Operations Guidelines
- Supported Housing – housing which is provided to the client of a Support Partner, who is receiving support provided by that Support Partner.
- Support Partner - an organisation which has a Service Level Agreement with EHVL to assist clients in need, where support services provided by the organisation are matched with housing provided by EHVL.
- Tenant – a person who signs the Residential Tenancy Agreement with EHVL and who has certain rights and obligations under that Agreement.
- Victorian Housing Register – the way applications for housing assistance are managed in Victoria. The Victorian Housing Register provides a single application process, common eligibility criteria for housing assistance, a standard assessment process and a single waiting list for use by Department of Families, Fairness and Housing and community housing organisations.

### 5. RELATED RESOURCES

- EHVL Appeals Policy
- [Housing.vic.gov.au/social-housing](https://housing.vic.gov.au/social-housing)

*This policy is subject to change from time to time at the discretion of the Company. If you have any specific questions regarding this policy, please contact Evolve on 1800 693 865 or email your enquiry to [myevolve@evolvehousing.com.au](mailto:myevolve@evolvehousing.com.au).*

## 6. VERSION CONTROL

Date Reviewed	Policy Reviewer	Key Changes
1/03/2022	GAL	Policy adopted
16/09/2025	MJ	Reviewed