

PURPOSE

This policy, effective 1 April 2022, outlines the changes introduced to the management of rent arrears and income assessment to help prevent hardship during the coronavirus (COVID-19) pandemic.

POLICY REFERENCE	VHS262
POLICY OWNER	Group General Manager Resident Services
APPROVED BY	Group Executive Team
APPROVAL DATE	September 2025
REVIEW DATE	September 2028

1. SCOPE

This policy applies to all residents of Evolve Housing Vic Limited (EHVL) and the entities described in clause 3 of this policy (collectively referred to as “the Company”) who live in social housing and Company owned Affordable Housing properties.

2. POLICY STATEMENT

The Company is committed to provide safe, secure and affordable housing to all residents. In line with Department of Families, Fairness and Housing adopted policy changes this policy is created to alleviate adverse financial impacts to residents as a result of the COVID-19 global pandemic.

The changes will extend to waivers for additional payments made to residents under the Commonwealth Government Stimulus package to address economic impacts from COVID-19 for eligible Centrelink recipients.

Effective from 1 April 2022 (with earlier instances assessable on a case-by-case basis) the following policy changes now apply:

2.1 Pandemic Leave Disaster Payment

This is a one-off payment to help Victorian workers, who have been directed to self-isolate or quarantine for 14 days, or care for someone who has been directed to self-isolate or quarantine. The Pandemic Leave Disaster Payment recognises that the requirement to self-isolate or quarantine at home can cause a financial burden for some individuals and families who are without an income during this period.

If you have lost or expect to lose at least 20 hours of work, you can apply for \$750. If you have lost or expect to lose between 8 and 19 hours of work, you can claim \$450. You can make a claim through your online Centrelink account through myGov.

2.2 Emergency Accommodation

If you have tested positive for COVID-19 or are a close contact of someone with COVID-19, you may be offered the option of moving into government operated hotel quarantine accommodation. Accommodation is available to people who cannot quarantine or isolate safely because they use shared facilities or may have safety, wellbeing or other health issues. To confirm your eligibility, please contact the coronavirus hotline on 1800 675 398 and press 0 if you need an interpreter. This service is available 24 hours a day, 7 days a week.

2.3 Food and Essential Items Support

Food and essential items are only supplied to people who are in self-quarantine or isolation due to COVID-19, or have been diagnosed with COVID-19, or are a household contact or presumed to have COVID-19 but

are unable to access a PCR or rapid antigen test. If you have provisions at home or can buy what you need with an online shopping delivery, or if you have friends, family or neighbours who can assist you with meals or to do some grocery shopping for your 7 day self-isolation or quarantine period – then please use those means.

If you do not have these options, you may be eligible for an Emergency Relief Package. Please contact the Victorian Coronavirus Hotline on 1800 675 398 and select option five (5) for support to access food and other essential items. If you need to speak to someone in another language, select option zero (0).

3. Guiding Legislation and Policy

Residential Tenancies Act 1997 (Vic)
Residential Tenancies Act 2010 (NSW)
Community Housing Rent Policy (DFFH Victoria)
NSW Community Housing Rent Policy Guidelines (DCJ NSW)

4. APPLICABILITY

This policy applies to:

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

5. VERSION CONTROL

Date Reviewed	Policy Reviewer	Key Changes
1/03/2022	GAL	Policy adopted
9/7/2025	MJ	This updated policy replaces previous temporary measures introduced in response to the COVID-19 pandemic