

## PURPOSE

This Policy outlines Evolve Housing’s approach to issues of non-disclosure and fraud relating to Applicants and Tenants.

<b>POLICY REFERENCE</b>	HS017
<b>POLICY OWNER</b>	Group General Manager Resident Services
<b>APPROVED BY</b>	Group Executive Team
<b>APPROVAL DATE</b>	August 2025
<b>REVIEW DATE</b>	August 2028

## 1. SCOPE

This Policy relates to Social Housing provided by Evolve Housing Limited and its controlled entities described in clause 3 of this policy (referred to as the Company) and applies to all Tenants and all Applicants for accommodation.

## 2. POLICY STATEMENT

The Company is committed to ensuring that all approved tenancies and any rental subsidies provided to Tenants, are based on accurate information.

The Company is able to allocate homes to approved Applicants in accordance with the NSW ‘Housing Pathways’ eligibility requirements. Evolve Housing is also able to provide certain Tenants with a rental subsidy in accordance with the Evolve Housing Rent Policy (Social Housing) and the *Housing Act 2001* (NSW).

Applicants and Tenants are required to provide information to Evolve Housing to show they are entitled to receive accommodation or a rental subsidy.

If an Applicant or Tenant, either intentionally or unintentionally, provides misleading or incorrect information, or does not provide all the required information:

- An Applicant may receive accommodation to which they are not entitled; or
- A Tenant may receive a rental subsidy to which they are not entitled.

The provision of misleading, incorrect or incomplete information by an Applicant or Tenant may need to be investigated by the Company as a case of Non-disclosure or Fraud.

### 2.1 Non-Disclosure

Non-disclosure can occur where:

- An Applicant or Tenant fails to provide all the information requested in their application for housing or rental subsidy, or of any change in their household circumstances, but does not do this deliberately or with intent to mislead.

Non-disclosure is unintentional – it may be accidental, or without the intent to mislead.

### 2.2 Fraud

Fraud may result through deliberate omission, or through a false, incomplete or misleading statement. Fraud may occur where;

- An Applicant or Tenant is aware of their obligation to fully disclose information requested through the Housing Pathways process or in their Rental Subsidy Application, and they deliberately fail to do so;

- The Applicant or Tenant is aware of their obligation to advise the Company of any changes to their household circumstances, but deliberately fails to advise the change.

Fraud is intentional – it is done on purpose and with the intent to mislead.

### **2.3 Property wrongly allocated due to Non-disclosure or Fraud**

An Applicant may be allocated a Company Property they are not entitled to, if they have (either intentionally or unintentionally) not told, or not provided correct details to the Company about:

- Their identity
- Their household income including:
  - All wages or salaries received; and
  - Any other income received (for example from pensions or benefits, property, government allowances, child support and maintenance payments, an inheritance, shares, savings, other investments); and
- All property either fully or partly owned, by the applicant or anyone on the application;
- The fact that they are not a citizen or permanent resident of Australia;
- A possible conflict of interest (where the Applicant or Tenant has an association with a Director or Employee of the Company).

### **2.4 Rental subsidy wrongly applied due to Non-disclosure or Fraud**

A Tenant may be receiving a rent subsidy which they are not entitled to, if they have (either intentionally or unintentionally) not told, or not provided correct details to the Company about:

- The number of occupants in the household or a change to the number of occupants;
- All of the income received by all of the household occupants including the Tenant;
- A change to the income of any household occupant including the Tenant;
- Any other income received by any household occupant including the Tenant (for example from pensions or benefits, property, government allowances, child support and maintenance payments, an inheritance, shares, savings, other investments),
- All property either fully or partly owned by any household occupant including the Tenant.
- Eligibility for social housing.

### **2.5 The Company Becomes Aware of Possible Non-disclosure or Fraud**

The Company may become aware that an Applicant's or Tenant's circumstances under which they have received accommodation or a rental subsidy, may not be correct or may have changed. This information may come from a complainant or informant, or the Company may identify the issue through its own internal review processes.

If the Applicant or Tenant has not advised the Company of the correct information or the change in circumstances, the Company will undertake an initial assessment to determine whether possible Non-disclosure or Fraud has occurred.

Where possible Non-disclosure or Fraud has been identified, the Company will:

- Make more formal inquiries to obtain further information; and
- Advise the Applicant or Tenant in writing of the details of the allegation of Non-disclosure or Fraud, and give them an opportunity to respond to the allegations during an interview. The Applicant or Tenant may have a support person present at the interview. If an interpreter is required, the Company will arrange for one to be present.

### **2.6 Procedural Fairness**

The Company will apply the principles of procedural fairness when conducting any investigation of potential Non-Disclosure or Fraud. This means that the Applicant or Tenant will:

- Have the right to an impartial hearing;
- Be advised of the relevant policies or other information when making their application for accommodation or for a rental subsidy;
- Be told about the information and any documentary evidence held by the Company;
- Be given a reasonable opportunity to respond to any allegations made against them;
- Be advised of the outcome of the investigation; and
- Be advised of their right to appeal any decision made by the Company at the conclusion of the investigation.

## **2.7 Assessing the information**

The Company will take all the available information into account when deciding whether an Applicant's or Tenant's alleged provision of incorrect information or failure to disclose information about their circumstances is unsubstantiated or does fall into the category of Non-disclosure or Fraud.

If an Applicant or Tenant is found to have received accommodation or a rental subsidy they are not entitled to due to Non-disclosure or Fraud, depending on the circumstances the Company may take various actions, including:

- Terminating the tenancy;
- Cancelling or adjusting the rental subsidies;
- Backdating of market rent or subsidy: and/or
- Criminal prosecution.

Any action taken will depend on the specific situation and the Company will take into consideration any mitigating or extenuating circumstances that may be applicable.

## **2.8 Possible Action**

Any housing allocation or rental subsidy which has been obtained (in full or in part) through Non-disclosure or Fraud, is able to be reassessed or cancelled in accordance with the provisions of the *Housing Act 2001 No 52* (NSW). An application for an order can also be made to the NSW Civil & Administrative Tribunal (NCAT) under the provisions of the *Residential Tenancies Act 2010* (NSW), where any debts owing by the Applicant or Tenant as a result of Non-disclosure or Fraud can be also pursued.

## **2.9 Criminal proceedings**

Where an assessment conducted by the Company indicates that potential fraudulent behavior has occurred, the Company may investigate this further with a view to criminal prosecution. The standard process for criminal investigations will apply.

## **2.10 Privacy and confidentiality**

The Company will protect the identity of an informant/complainant at all times and will not disclose information about the informant/complainant without their express permission, unless required by law for example, as part of a criminal proceeding.

To protect the Applicant's or Tenant's privacy, the Company will not tell the informant/complainant about the outcome of the investigation.

## **2.11 Review of decision and opportunity to Appeal**

If an Applicant or Tenant disagrees with a decision the Company has made that they believe may affect

their application for housing or their tenancy, they should first discuss their concerns with a Housing Manager. If the Applicant or Tenant continues to be dissatisfied after speaking with a Housing Manager, they have the right to lodge an Appeal which will be assessed in accordance with the Company Appeals Policy.

### 3. APPLICABILITY

This policy applies to :

Company
Evolve Housing Limited
EchoRealty NSW & ACT Limited
Evolve Arncliffe Limited
Evolve Blacktown Limited
Evolve Penrith Limited
Evolve Melrose Park Limited
Evolve Merrylands Limited
Evolve Granville Limited
Evolve Edgecliff Limited
Evolve Carinya Limited

### 4. DEFINITIONS

- Appeal – a disagreement by an Applicant or Resident, with a decision made by the Company that affects their application for housing or their tenancy and which the Applicant or Resident has requested be reviewed.
- Applicant – a person who makes a formal application for housing assistance
- Approved Occupant – a person, in addition to the Tenant, who is approved in writing by the Landlord to reside in the Property.
- Property – the property or residential premises as described in the Residential Tenancy Agreement between the Company and the Tenant
- Resident – a person who resides on a permanent basis in a Property which is owned or managed by the Company under a Residential Tenancy Agreement.
- Residential Tenancy Agreement (or Tenancy Agreement) – a written agreement between the Company (as Landlord) and a Tenant, which governs the terms on which that Tenant occupies the property described in the Agreement.
- Tenant – a person who signs the Residential Tenancy Agreement with the Company and who has certain rights and obligations under that Agreement. (A Tenant is also a Resident.)
- Termination Notice – a Notice to Terminate Tenancy Agreement under the *Residential Tenancies Act 2010*

### 5. RELATED RESOURCES

- Evolve Housing Appeals Policy
- Evolve Housing Rent (Social Housing) Policy
- *Residential Tenancies Act 2010* (NSW)
- *Housing Act 2001 No 52* (NSW)

*This Policy is subject to change from time to time at the discretion of the Company*

*Further information on this Policy and other topics, is available on the Evolve Housing website [www.evolvehousing.com.au](http://www.evolvehousing.com.au). If you have any specific questions regarding this Policy, please contact Evolve Housing 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
1/08/2017		Policy adopted
31/10/2022	Raylee Golding, GM GAL/ Co Sec	Application of policy extended to controlled entities
13/08/2025	Greg Locke EMSH	Application of policy extended to controlled entities /reviewed