

# Eligibility and Allocation – Community Housing

## Policy

### 1 Purpose

The purpose of this policy is to set out the eligibility and allocation criteria for Southern Cross Housing tenants.

### 2 Scope

This policy applies to all Southern Cross Housing (SCH) staff and tenants. It outlines the eligibility and allocation criteria for tenants seeking community housing assistance provided by SCH.

### 3 Policy Statement

Southern Cross Housing Ltd (SCH) offers Community Housing options to those over the age of 55, or with a disability, who are unable to access or maintain adequate or appropriate housing in the private sector.

Assistance is provided irrespective of gender, marital status, race, religion, or disability.

Tenants are taken from the Housing Authority (Department of Communities) priority joint waitlist (JWL) in the first instance as per the Community Housing Agreement with the Department of Housing.

Southern Cross Housing can only offer accommodation to people, over the age of 55, or with a disability, in keeping with the purpose-built seniors accommodation in its current asset portfolio. Our housing portfolio offers safe, secure and affordable housing for seniors who meet the eligibility requirements, under a supportive landlord model.

Limits on eligibility are based primarily on a prospective applicants financial circumstances and are reviewed at appropriate intervals, not limited to:

- Changes in income.
- Periodic rental reviews.
- Changes in the number of household occupiers

When vacancies arise, SCH will contact potential applicants on the JWL for the geographical area the vacancy is located in.

Accommodation will be offered to an applicant in order of availability, suitability to a client's needs, and whether they are eligible with the Community Housing eligibility criteria.

Community Housing is available to people whose income and asset holdings meet the criteria set by the Department of Communities; Band A and Band B.

All prospective tenants must provide the following information with a completed application form for assessment of eligibility.

1. Bank statements for a consecutive three months, up until the application date.
2. Centrelink Statement of Benefit.
3. Consent to check their Centrelink account (EVOR Consent form)

If working, additional documentation will be required as follows;

- Three months' pay slips or if self-employed, a previous year tax assessment lodged with the Australian Taxation Office.

If for some reason a tenant becomes ineligible due to a change in the status of other household members, personal income changes or due to a death, SCH will discuss the changed status with the tenant/household. In most circumstances SCH would work alongside the tenants and allow up to six months for new accommodation to be sourced in the event they are no longer eligible.

Where maintaining the tenancy has become an issue, SCH will work with other support services and agencies to try and find alternative accommodation for the tenant.

## 4 Income Eligibility Limits

### Band A

Metro / South West								
Number of people in household	Income Limit				Disability Income Limit			
	Single income		Dual income		Single income		Dual income	
	Weekly	Annual	Weekly	Annual	Weekly	Annual	Weekly	Annual
1	\$526	\$27,440			\$658	\$34,326		
2	\$676	\$35,265	\$793	\$41,369	\$845	\$44,081	\$992	\$51,750
3	\$791	\$41,264	\$913	\$47,629	\$989	\$51,593	\$1,142	\$59,575
4	\$911	\$47,524	\$1,053	\$54,932	\$1,139	\$59,418	\$1,317	\$68,704
North West / Remote								
Number of people in household	Income Limit				Disability Income Limit			
	Single income		Dual income		Single income		Dual income	
	Weekly	Annual	Weekly	Annual	Weekly	Annual	Weekly	Annual
1	\$737	\$38,447			\$921	\$48,046		
2	\$947	\$49,402	\$1,111	\$57,958	\$1,183	\$61,714	\$1,388	\$72,408
3	\$1,108	\$57,801	\$1,279	\$66,722	\$1,385	\$72,251	\$1,598	\$83,363
4	\$1,276	\$66,565	\$1,475	\$76,946	\$1,595	\$83,206	\$1,843	\$96,144
Additional limits per person								
Additional household member	Income Limit				Disability Income Limit			
	Weekly		Annual		Weekly		Annual	
	\$115		\$6,000		\$145		\$7,565	

### Band B

Metro / South West				
Household type	Income Limit		Disability	
	Weekly	Annual	Weekly	Annual
Single person	\$1,204	\$62,794	\$1,505	\$78,493
Two adults/couple	\$1,664	\$86,818	\$2,080	\$108,523
Sole parent / 1 child	\$1,665	\$86,878	\$2,082	\$108,598
Sole parent / 2 children	\$2,065	\$107,710	\$2,581	\$134,638
Couple / 1 child	\$2,064	\$107,650	\$2,579	\$134,563
Couple / 2 children	\$2,463	\$128,482	\$3,079	\$160,603
North West / Remote				
Household type	Income Limit		Disability	
	Weekly	Annual	Weekly	Annual
Single person	\$1,505	\$78,493	\$1,881	\$98,117
Two adults/couple	\$2,080	\$108,523	\$2,600	\$135,654
Sole parent / 1 child	\$2,082	\$108,598	\$2,602	\$135,748
Sole parent / 2 children	\$2,581	\$134,638	\$3,226	\$168,298
Couple / 1 child	\$2,579	\$134,563	\$3,224	\$168,204
Couple / 2 children	\$3,079	\$160,603	\$3,848	\$200,754
Additional annual limits per person				
Metro / South West				
Additional household member	Income Limit		Disability	
	Weekly	Annual	Weekly	Annual
Each additional adult	\$461	\$24,024	\$576	\$30,030
Each additional child	\$399	\$20,832	\$499	\$26,040
North West / Remote				
Additional household member	Income Limit		Disability	
	Weekly	Annual	Weekly	Annual
Each additional adult	\$576	\$30,030	\$720	\$37,538
Each additional child	\$499	\$26,040	\$624	\$32,550

## 5 Asset Eligibility Limits

### Band A

Household Type	Cash Asset Limit
Single	\$38,400
Couples	\$63,800
Seniors 60 years plus (singles or couples)	\$80,000
People with disabilities	\$100,000

### Band B

Household Type	Asset Limit
Single	\$332,000
Partnered (combined)	\$412,500
Couple but separated due to illness (combined)	\$412,500

## 6 Roles and Responsibilities

Role	Responsible for:
Executive Management Committee	Endorse and ensures compliance with this policy Be familiar with legislative requirements of this policy
General Manager/Executive managers/Head of Department	Oversee compliance with this policy Support staff competence and compliance with this policy and ensures staff receive appropriate training and supervision to comply with this policy Report on collated information regarding policy scope and key performance indicators, to ensure operational decision making is informed by outcomes and this policy Support the review of this policy
Manager, Co-ordinators/Team Leaders	Manage and monitor compliance with this policy and facilitate access for staff to receive appropriate training, and supervision to comply with this policy Collate and escalate reported information as required Ensure operational decision making is informed by this policy
Property Managers	Management of properties within portfolio, both owned and managed. Includes but not limited to allocation, income and asset assessment, suitability of property (fit), location etc.
Staff	Comply with this policy Maintain knowledge of the current practices in relation to the subject of this policy, as applicable to their role Report any incidents as per organisational policy Participate in regular practice supervision

## 7 Legislation and Supporting Documents

### 7.1 Legislation and Standards

- Residential Tenancies Act WA 1987
- National Community Housing Standards Manual, third edition, May 2010 Standard 1.1 Allocation of Housing, 1.1.1 Standard 1.3 Changing needs of tenants 1.3.1

### 7.2 Related SCH Policy and Procedures

- Rent Setting Policy

### 7.3 Other related documents and links

- Community Housing Rent Setting Manual, Community Housing Coalition WA
- Community Housing Allocations Policy (CHAP) - [community\\_housing\\_allocations\\_policy.pdf](#)
- Department of Communities Community Housing Rent Setting Policy (2009)- [community\\_housing\\_rent\\_setting\\_policy.pdf](#)
- Community Housing Income & Asset Limits (CHIAL) Policy (2025) - [community\\_housing\\_income\\_and\\_asset\\_limits\\_policy.pdf](#)

## 8 Definitions

Term	Meaning for the purposes of this policy document
Priority Joint Waitlist (JWL)	The waiting list maintained by the Housing Authority (Department of Communities) for individuals eligible for community housing.
Band A	Income and asset limits for individuals eligible for the highest priority housing.
Band B	Income and asset limits for individuals eligible for lower priority housing.

## 9 Document Control

Rev	Owner	Sections Modified	Date Reviewed	Next Review Date
1.0	General Manager Retirement Villages and Community Housing	First Release	01/07/2018	01/07/2021
2.0	General Manager Retirement Villages and Community Housing	Full document review	21/6/23	21/6/24
3.0	Chief Property Officer	Full Document Review	21/06/2024	21/06/2027
4.0	Chief Property Officer	3, 4, 5 and 7 updated	20/06/2025	20/06/2027