

Policy POS.003

Eligibility and allocations

Carry On (Victoria) Ltd and its subsidiaries. Operating as Veteran Housing Australia (VHA).

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1 Purpose

This policy is to establish VHA's criteria for a person to be considered eligible at the time of application and ongoing eligibility defined within VHA or program guidelines.

VHA has a selection process that is accountable, meets all legislative requirements, industry standards and guidelines and appropriately matches individual housing needs with available properties.

2 Responsibilities

Company Secretary – Maintenance of this policy and ensuring it is presented for review by the Board on a regular basis.

Board – Review and approval of this policy.

Directors – Actively invest their time and effort in accountability to the requirements of the policy.

3 Definitions

Veteran – A veteran is any person who has:

- Served in the Australian Defence Force
- Is a widow/widower of a member of the above
- Served in the Military of an allied nation (eg USA, Canada, South Vietnam etc)

4 Principles of Eligibility and allocation

4.1 Communication to prospective tenants

Prospective clients are provided with clear, detailed information about the eligibility requirements (including income and assets), potential location and features of the accommodations available and any mandatory disclosures under the RTAs (or other legislation).

An offer letter is provided to each client with acceptance timelines for accepting the offer, acknowledging that in the instance the offer is not accepted it will be offered to the next eligible client.

VHA will do whatever it reasonably can to assist with Language support.

4.2 Eligibility

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