Allocation of Homes

Coodjingburra H.O.M.E
Helping Our Mob Everywhere

1. Purpose

To outline the process for matching Housing Pathways applicants with vacant properties that will meet the applicant's and household members' housing requirements and form the basis of a sustainable tenancy.

2. Scope

Scope	Out of Scope
Social Housing Program	Affordable Housing HOME Ownership Programs

3. Guidelines

3.1 Eligibility & Tenant Applications

There is a common process for assessing eligibility for social housing across NSW called Housing Pathways. This is a partnership between Homes NSW including the AHO and the Housing Contact Centre and participating community housing providers.

Housing Pathways provides:

- coordinated information about housing assistance
- a single application process
- common eligibility criteria for housing assistance
- a standard assessment process, and
- a single waiting list known as the NSW Housing Register

Since the introduction of Housing Pathways in April 2010, common eligibility procedures have been used to assess applications. All applicants are required to submit supporting evidence with their application. Coodjingburra HOME will adopt the and apply the Eligibility for Social Housing Policies established by both the Department of Communities & Justice (DCJ) as well as NSW Aboriginal Housing Office (AHO). These policies are available on the following websites:
https://www.nsw.gov.au/departments-and-agencies/homes-nsw/social-housing-resources/eligibility-for-social-housing-policy

https://aho.nsw.gov.au/documents/policies/aho-eligibility-for-services-policy-sep2025.pdf

Coodjingburra HOME will confirm that an applicant meets the general eligibility criteria for household income, residency and the applicant's ability to sustain a successful tenancy without support or with appropriate supports in place.

3.2 Transfers

Coodjingburra HOME will adopt and apply the definition and process of Tenancy Transfer as outlined in the Transfer Policy Statement of the NSW Government when making decisions about internal transfers. In order to transfer to properties that are not managed by Coodjingburra HOME, tenants must submit an Application for Housing to Homes NSW and be placed on the Housing Pathways list. Coodjingburra HOME is not a pathways provider. Please contact Coodjingburra HOME for more information on transfers and mutual exchange.

3.3 Allocation

At the point of allocation, the Senior Client Relationship Officer in AHO will be contacted and asked to provide a list of applicants from the top of the housing register. Coodjingburra HOME will contact the applicants and invite them to submit a Coodjingburra HOME application for tenancy. This process will be conducted electronically via email unless the applicant cannot participate. Applicants will be advised to return the form as soon as possible, with a 7-day time limit. Coodjingburra HOME will consider late applications from applicants where there are demonstrated barriers to complying with the 7-day timeframe.

Applications will be assessed based on their best match for the property and overall suitability for the tenancy. Special needs and support required to help maintain a tenancy will be discussed and planned for. Rental records, debts, and debt management will be reviewed.

We aim to ensure tenants can maintain a tenancy with the identified supports in place. Coodjingburra HOME believes sustainable tenancies are created by matching the right property with the right applicants whose complex needs have been identified.

The allocations team will ensure that new tenants are allocated properties that maximize the opportunity to create a sustainable tenancy in accordance with the relevant sections of the DCJ Social Housing Eligibility and Allocations Policy Supplement.

3.4 Finding your Way Transitional Housing

Coodjingburra HOME will provide short term housing to eligible applicants on our waitlist in accordance with the AHO Finding Your Way Transitional Housing guidelines and Coodjingburra HOME Finding Your Way policy which is available on request.

3.5 Advise on Outcome

All applicants and the AHO will be formally advised of the outcome. A letter of offer will be sent to the successful applicant.

3.6 Offer of Tenancy

All offers of housing to applicants will be made by the state-wide Housing Pathways offers policy, which can be found at:

https://www.nsw.gov.au/departments-and-agencies/homes-nsw/social-housing-resources/social-housing-eligibility-and-allocations-policy-supplement/matching-and-offering-a-property

Coodjingburra HOME will advise the Aboriginal Housing Office (AHO) if an offer is rejected.

3.7 Withdrawal of offers

If an offer of housing is withdrawn, the applicant will be notified in writing as soon as possible. A full explanation as to the reasons for withdrawal will be communicated.

3.8 Accepting an offer/filling a vacancy

Applicants who have been offered a property will be given a maximum of 14 days to sign the lease on their new property.

Per the Residential Tenancies Act, a Residential Tenancy agreement and Premises Condition Report (two copies or one electronic copy) will be given to each tenant before occupancy. Information will be explained verbally, and tenants provided with a welcome pack which will contain:

- Information on tenant's rights and responsibilities, our services and complaint and appeal processes
- the NSW Government tenant information statement

- Contact details for Coodjingburra HOME, Department of Fair Trading, Emergency tradespeople and the AHO
- Rent policy of the Aboriginal Housing Office (NSW)
- Tenant's union flyers and contacts including the Aboriginal Tenants Advice and Advocacy Service

To assist a tenant and household members, information on local services will be included in the tenancy sign up package. The information is personalised to the households' needs focusing on available support services (e.g. NDIS, Aged Care), local amenities, early childhood, schools and health services and practical information for maintaining a tenancy and being a good neighbor.

A comprehensive Welcome Pack for Tenants is also provided to each new Tenant each tailored to the Tenant, the homes location etc.

Where relevant, information provided to new tenants will be translated into appropriate Aboriginal and Torres Strait Islander community languages. Coodjingburra HOME telephone service will endeavour to engage translators when required and/or requested at sign-up and in subsequent contacts with tenants. This planning will allow Coodjingburra HOME to provide information that is transparent for all.

In certain circumstances, Coodjingburra HOME may assist with the fit-out of the property, including white goods, furniture and pantry items.

3.9 Conflict of Interest

Conflict of interest may arise in situations where a staff member or someone with a personal relationship with a staff member applies for social housing. In these cases, everything must be done to reduce the conflict of interest:

- Management must be informed immediately, and actions and decisions recorded on the organisations "Conflict of Interest Register"
- Aboriginal Housing Office notified, where applicable; and
- Staff members must not be involved in the assessment or allocation process of housing for the applicant.

Managing conflicts of interest is outlined further in Coodjingburra HOME's Conflict of Interest policy document.

3.10 Confidentiality

All information regarding applicants collected during the assessment process will be confidential and will not be discussed externally (i.e. outside of the Housing network of social housing providers) except with the specific consent of the applicant.

Coodjingburra HOME will endeavour to work collaboratively with other service providers to determine who are the most vulnerable and most in need within our community.

This process will involve a Joint Assessment Meeting with Coodjingburra HOME members and other service providers e.g. Police, Child Safety QLD, Family and Community Service NSW and Australian state and territories peak agencies.

All engagements with external services will be guided by our Confidentiality and Privacy policies.

3.11 Approval/Audits

Contractual agreements with AHO contain key performance indicators (KPIs) that guide the allocation process, including timeframes.

Quarterly reports will be provided to the Board on the KPI's, and processes adjusted to ensure best practice.

National Regulatory System for Community Housing (NRSCH) performance standards will be complied with, and results reported annually to the Board and Community.

4. Relevant Legislation, Regulations and Guidelines

Aboriginal Housing Office	Others
Eligibility for Services Policy | Aboriginal Housing Office (nsw.gov.au) CLICK TO VIEW & DOWNLOAD	Residential Tenancies Act 2010 No 42 – NSW Legislation CLICK TO VIEW Residential tenancy agreements – NSW Government CLICK TO VIEW & DOWNLOAD
A Coodjingburra HOME and comprehensive Welcome Pack to Tenants is individualised and given to each new Tenant	Housing Pathways CLICK TO VIEW

NOTE: We have inserted the exact links as of June 2026. Links can change from time to time. To clarify, or if you encounter any challenges, please contact Operations Manager Sharyn Logan:

sharyn.logan@coodjingburrahome.com or **0431 633 002**