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| Definitions |
| Operational Guidelines |

| Term | Definition |
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| ****Appeal**** | When a person asks for a review of a decision, regarding the provision of housing services. The decision could have been made by a local housing office, a designated support provider or a participating registered agency. |
| ****Applicant**** | A person who has applied for, or has entered into a tenancy in social housing. |
| ****Application for social housing**** | Standard form which needs to be completed by all clients applying for social housing. |
| ****Application type**** | Applications to the Victorian Housing Register can be made to priority access or the register of interest. The application type will be dependent on an applicant’s housing and support needs. |
| ****Approved application**** | An application which has been assessed as eligible and placed on the Victorian Housing Register. |
| ****Approved support provider**** | Support provider that has been approved by the Director of Housing for the purpose of submitting applications to the Victorian Housing Register. |
| ****Authorised Person or Relevant Person**** | A person employed or engaged by a participating designated service provider or by a participating registered agency who has obtained the authorisation from DHHS to access the VHR. |
| ****Bedsit**** | One room property with a separate bathroom. |
| ****Client**** | Any person who applies to (or is seeking information about) the Victorian Housing Register.  An applicant or a tenant or prospective tenant of public housing or community housing. |
| ****Client identification number (Client ID)**** | The identification number created in HiiP when the client record is saved. |
| ****Community housing**** | Rental housing managed by not-for-profit organisations for people on low to moderate incomes. Housing managed by community housing organisations may be owned by the organisation, owned by the Department of Health and Human Services or rented form private landlords with government funding.  Housing owned or managed by a community housing organisation. |
| ****Community Housing Allocations Framework**** | The Authoritative source of allocations policy and guidance to registered housing agencies (RHAs) that participate in the Victorian Housing Register. |
| ****Complaint**** | A client’s registered expression of dissatisfaction with any service delivered or action taken by Director of Housing or Community Housing Organisation. |
| ****Consent**** | Includes express consent (given explicitly, either orally or in writing) and implicitly consent (where in the circumstances it can reasonably be inferred) and requires four key elements:  The individual is adequately informed before giving consent  The individual gives consent voluntarily  The consent is current and specific; and  The individual has the capacity to understand and communicate their consent. |
| ****Construction type**** | Refers to whether a property is made from brick, concrete, weatherboard, or other materials. |
| ****Crisis Housing or Accommodation**** | Crisis accommodation describes accommodation provided on a not-for- profit basis in either congregate facilities with intensive onsite support, or stand-alone crisis properties with linked outreach intensive homelessness support.  Types include:  adult and families crisis accommodation;  youth refuges; and  women’s refuges. |
| ****Designated service provider**** | An agency, a body or a person providing services under any of the following for the purposes of assisting disadvantaged individuals to access social housing;  A State contract or any other contract or agreement between the agency, body or person and the Director, the Department or any other Department or State;  A contract or agreement between the agency, body or person and a Department of the Commonwealth. |
| ****Dependant**** | A person under 18 years of age, not receiving an independent income and who is living in an applicant’s household in the care of the tenant, spouse or resident. |
| ****Director of Housing**** | A statutory entity existing under the Housing Act 1983 responsible for all public, community and home finance programs funded by the Department of Health and Human Services (DHHS). Owns all public housing land in Victoria and which is the principal funding body for community housing. |
| ****Draft application**** | An application that is in the process of being completed but has not been submitted. When a support provider is completing an application online, the application is in draft status. An application can be in draft form for up to six months. Only the support provider responsible for the draft can access it until it is submitted. |
| ****Duplicate application**** | An application received which contains the same primary applicant as an existing application (at pre-approval, approved or revivable status). Duplicate applications are made ineligible and where appropriate the original application is updated with any new information. |
| ****Dwelling**** | A building or place to live in or a residence. |
| ****eBusiness account**** | DHHS eBusiness portal is the department’s secure gateway through which a number of applications are accessed by our service partners. |
| ****Effective date**** | The date that all the documents to establish eligibility for an application are received, with the exception of Homeless with Support applications, where an earlier date may be used depending on the situation. The effective date determines the order in which applications are placed on the register within each category. |
| ****Eligible Applicant**** | An applicant who meets the eligibility criteria for a tenancy in social housing. |
| ****Eligibility Criteria**** | There are five criteria an applicant must meet to be eligible for an allocation of a tenancy in social housing from the Register including proof of identity, Australian Citizenship or residency, Victorian Residency, income eligibility and asset eligibility. |
| ****Eligibility Confirmation Review**** | Contact initiated by a social housing organisation with an applicant by telephone and/or in writing to confirm ongoing eligibility for social housing. Updated information obtained through this contact may result in a reassessment of an application. |
| ****Emergency Management Housing**** | Housing category that is for people whose housing is no longer safe or habitable, due to an emergency, for example a bushfire, flood or storm. |
| ****Equity**** | Owning or owning an interest or a share in any land, house, flat or unit. |
| ****Extended families**** | Households where the immediate family – that is, mother and/or father and siblings – are joined by other family members. For examples, a household consisting of immediate family and grandparents. |
| ****External Party Identification Number (EPRIN)**** | The identification number created in HiiP when the details of an external party are saved. Every eligible service outlet within a funded agency wishing to complete and endorse applications must have an EPRIN approved by the Victorian Housing Register team. |
| ****Family violence**** | Family Violence is defined in the Family Violence and Protection Act 2008 as violent, threatening or other behaviour by a person that coerces or controls a member of the person’s family (the family member), or causes the family member to be fearful. |
| ****Flat**** | A dwelling within a multi-storey property. |
| ****Group households**** | Households comprising a number of single persons in receipt of an independent income. |
| ****Health Information**** | Includes personal information about a person’s current or previous health or disability, or about their expressed wishes for future provision of health services to them, or about a health service provided or to be provided to them as per the Health Records Act 2001. |
| ****Housing Integrated Information Program (HiiP)**** | The computer system used by operational staff to monitor and manage the Victorian Housing Register. |
| ****High density living category**** | A dwelling in a multi-unit development of five or more storeys, generally (although not always) serviced by a lift. An undercroft or car park at ground floor level is counted as a ‘storey’ for this definition. Generally, high-density dwellings do not have a private yard. |
| ****House**** | Detached low-density rental property with a fenced backyard. |
| ****Household members**** | People who are included in the application as people who will reside in the household if allocated to social housing, but are not the primary applicant. |
| ****Housing Association**** | Own and manage their own properties, as well as manage properties owned by the Department of Health and Human Services. Like public housing, these organisations manage and maintain properties using their own staff. Housing associations are eligible for receive Government funding to build or acquire new properties. |
| ****Housing Call Centre (HCC)**** | The Housing Call Centre (HCC) is the primary point of contact for public housing tenants and community housing organisations to report on their maintenance issues.  The HCC is also responsible for processing and registering on HiiP applications for the Victorian Housing Register. |
| ****Housing estate**** | Area of high or medium density public housing properties. |
| ****Housing Provider**** | Range in size and primarily manage rental housing portfolios for other parties, such as the Director of Housing. Some housing providers own properties. Housing providers often specialise in particular client groups which may include disability housing, aged tenants and youth housing. |
| ****Housing size guidelines**** | Eligibility guidelines matching the number of household members to the size of the property, that is, number of bedrooms. |
| ****Housing type**** | The bedroom size, construction type and whether the property is a stand-alone house, a townhouse or located in medium or high density estate. |
| ****Independent income**** | An income paid directly to the person for their use and which is not subject to a parental income or parental assets test.  Where an applicant subject to the Centrelink two year waiting period is receiving income from wages, self-employment or child related payments, they are not considered to be in receipt of an independent income for social housing eligibility purposes. |
| ****Ineligible application**** | Application which does not meet the eligibility criteria for social housing and is not placed on the Victorian Housing Register. |
| ****Live-in carer**** | A person an applicant nominates as their permanent or rostered carer and who is to be housed with them. The live-in carer does not necessarily need to be eligible for social housing. |
| ****Low density attached living category**** | One of two or more dwellings that are physically joined to other units by a common wall or roof. The dwellings are not ‘stacked’ but each dwelling may be either single or multilevel, for example a row of ‘townhouses’. Dwellings may have a private yard (front or rear). |
| ****Low density detached living category**** | Single dwelling, not attached to another property in any way, such as house with a yard (front and/or rear). |
| ****Low opportunity**** | Geographic areas where there is a limited numbers of suitable stock or low turnover which would lead to an applicant waiting indefinitely to be housed. Low opportunity may also arise due to their requirement for Special Accommodation Requirements (SARs), which are unable to be met in that location. |
| ****Medium density living category**** | A dwelling in a multi-unit development of between two and five storeys. Dwellings are ‘stacked’, that is one fully or partially above another such as walk-up units. If the dwelling is at ground level, it may have a private yard (front or rear), but this is not standard. |
| ****Movable units**** | Self-contained units with kitchen and bathroom facilities located in the backyard of a residential address. Movable units can be relocated. |
| ****National Rental Affordability Scheme (NRAS)**** | The NRAS aims to increase the supply of new and affordable rental dwellings by providing an annual financial incentive for up to ten years. This incentive is issued to housing providers to provide affordable rental dwellings at least 20 per cent below market rates. |
| ****Nomination Rights**** | Arrangements between Community Housing Organisations and support providers where the support provider nominates certain households for tenancies in housing owned or manage by a participating registered agency. |
| ****Outstanding charges**** | Costs that have been charged against a public housing tenancy that have not yet been paid but are past their due date. |
| ****Participating Registered Agency**** | A participating registered agency has the meaning given to that term under as per the Housing Act 1983. |
| ****Performance Standards**** | Performance standards for registered agencies are based on best practice within a quality improvement environment. It is mandatory that registered agencies comply with all standards and measure that apply to them at all times as per the Housing Act 1983. |
| ****Permanent live-in carer**** | Person who lives with the applicant or tenant and assists them with daily living tasks, but who may not necessarily be eligible for social housing. |
| ****Personal Information**** | Information or an opinion about an identified person, or a person who is reasonably identifiable, whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not as per the Privacy and Data Protection Act 2014. |
| ****Preferred area**** | Locations in which the applicant or household would prefer to live. Towns and suburbs within Victoria are grouped into preferred areas and are listed in the Victorian Housing Register application form. |
| ****Primary applicant**** | Person who has their details listed on the Application for Social Housing in the Applicant Details section and who signs the declaration on the form stating that all information contained in the application is believed to be true and correct.  The person who applies to the Victorian Housing Register seeking social housing and whose name is provided under the Declaration at the end of the form. The other parties on the application are called household members. |
| ****Priority Access**** | For people who are in urgent housing need are prioritised for social housing. Applicants who meet the criteria for priority access can be allocated housing before other applicants on the register who may have earlier effective dates.  The Priority Access Categories in order of priority:  **Emergency Management Housing:** For people whose housing is no longer safe or habitable due to an emergency, for example, a bushfire, flood or storm.  **Priority Transfers:** For people who are social housing tenants and require urgent relocation to another social housing property as their current property is unsafe is to be sold, redeveloped or better utilised.  **Homeless with Support:** For people who are homeless or experiencing family violence and need support to obtain and establish appropriate, long term housing.  **Supported Housing:** For people who live in unsuitable housing and have a disability or long-term health problem requiring major structural modifications and/or personal support to live independently.  The housing category for households whose existing housing is highly unsuitable (including social housing) because:  major structural modification is required of their existing housing due to a household member’s disability or health condition, but such modification cannot be made and/or  they are unable to access, from that housing, required assistance of personal support through approved support provider to be able to live independently or their housing is significantly detrimental to, or exacerbates, their physical or mental health condition.  **Special Housing Needs:** For people who are living in housing that has become unsuitable and who have no alternative housing options.  **Special Housing Needs aged 55 years and over:** For people who are eligible for social housing who are aged 55 years and over and are not eligible for another priority category. |
| ****Priority Access Eligibility Criteria**** | The criteria that must be met by an applicant to be eligible for a particular priority access category. |
| ****Priority Allocations**** | Allocations made from the priority access group of categories and subcategories. |
| ****Processing office**** | The Department of Health and Human Services office from which the applications will be managed (accessed, reviewed and updated). The processing office is based on the primary applicant’s residential location. The office closest to where the applicant is living. |
| ****Property**** | A dwelling such as a house, unit or apartment. |
| ****Property density**** | The attribute that defines the proximity of a single dwelling to another. |
| ****Public housing**** | Long-term rental housing managed by Department of Health and Human Services. It is for people on low incomes that are most in need, especially those who have recently experienced homelessness or have other special needs. |
| ****Reasonable offer**** | An offer of accommodation made to an applicant by public housing or a community housing organisation. The organisation making the offer will take into consideration the selected preferred areas and any previously approved Special Accommodation Requirements (SARs) when making a determination about the suitability of the property. Applicants will be given the opportunity to view the property prior to accepting or rejecting an offer. |
| ****Re-assessed application**** | An application that had been submitted previously and has since been updated and re-assessed against the eligibility criteria for social housing. |
| ****Redevelopment**** | The demolition of existing housing and replacement with redeveloped housing, or a major upgrade of existing housing, requiring the housing to be temporarily vacant. |
| ****Register of Interest**** | A register of applicants who do not have urgent housing or support needs who may benefit from social housing. |
| ****Rejected application**** | An application which was previously approved but is rejected from the Victorian Housing Register as the applicant has, for example, refused all reasonable offers of housing, the application is a duplicate, the sole applicant is deceased or the application was removed more than two years earlier. A rejected application cannot be revived. |
| ****Relevant Information**** | Personal details of an applicant or of a household member of an applicant and any other information relating to an applicant’s application for a tenancy in social housing. Any information relating to the adequacy and appropriateness of an applicant’s current housing or future housing needs. |
| ****Removed application**** | Approved application which has been reassessed as no longer eligible for social housing or the applicant has not responded to contact. The application is removed from the Victorian Housing Register, but may be revived within two years from removal in specific circumstances. |
| ****Resident**** | A member of a household who is not party to the tenancy agreement and lives with a tenant in a rented property for three or more nights per week. |
| ****Residential Tenancy Agreement**** | A lease agreement under the Residential Tenancies Act 1997 which the landlord and the tenant(s) sign, setting out the rights and responsibilities of the landlord and those of the tenant. |
| ****Revived applications**** | Applications which have previously been removed from the Victorian Housing Register or the former public housing waiting list and which are now eligible for social housing. Applications are placed back on the Victorian Housing Register if contact is made within two years of the date the application was removed. |
| ****Rostered attendant carer**** | Persons, employed by an agency, or two or more family members who provide care on a 24-hour rostered basis to an applicant. |
| ****Row houses**** | Attached one or two storey properties with separate enclosed back yards. |
| ****Sensitive client**** | Applicants can choose to be registered as a ‘sensitive client’ to increase security around accessing information relating to their application. |
| ****Sensitive Information**** | Health information; personal information about a person’s race or ethnicity, political opinions or affiliation, religious beliefs or affiliation, membership of a trade union or professional association, sexual orientation or practices, or genetic or biometric information as per the Privacy and Date Protection Act 2014. |
| ****Service Identification Number (Service ID)**** | The identification number generated by HiiP when the service record (application, bond or public housing tenancy) is saved. |
| ****Sign up**** | Process where applicant(s) sign a Statutory Declaration regarding ownership of land, house, flat or unit and a Residential Tenancy Agreement upon entering a tenancy. Following the sign-up, the applicant/s is referred to as the tenant. |
| ****Social housing organisation**** | An agency that provides social housing. In Victoria this may be either the Department of Health and Human Services or a Registered Housing Agency. |
| ****Social Housing**** | Both public housing (housing owned and managed by DHHS) and housing owned, controlled or managed by participating registered agencies (that is, registered housing agencies that participate in the Victorian Housing Register). |
| ****Special Accommodation Requirement (SAR)**** | Special Accommodation Requirements are approved requests for particular housing attributes. These include:  housing in a particular area or location to access ongoing specialist treatment, care or education  housing such as properties without stairs or low density housing due to limited mobility or a medical or mental health condition  installation of minor modifications such as grab rails or lever taps  installation of major modifications such as internal fire safety sprinkler systems and fully modified properties that are wheelchair accessible. |
| ****Support provider**** | A support provider is a service that delivers support services for people. Services provided range from housing and homelessness services, aged care services, mental health services, drug and alcohol abuse services, health services, maternal and child health services and other services. |
| ****Transfer applicant**** | A transfer applicant is an applicant who is currently a tenant in social housing who wishes to transfer to another social housing property because their household situation changes; their home is not suitable anymore or their employment changes and they need to move a long way from where they are now to get to work. |
| ****Transitional Housing**** | A Victorian Government program that provides housing on a short-term basis to people at risk of homelessness seeking long term housing. |
| ****Victorian Housing Register**** | The Victorian Housing Register (the register) is the way applications for social housing are managed in Victoria. It is a single register for all public and community housing applications, making it easier for people to apply for a broad range of social housing options.  The applications are available:  Online for Individuals – through the [MyGov website](https://my.gov.au/) <https://my.gov.au/>.  Online for Agencies – through [eBusiness](https://hns.dhs.vic.gov.au/dhsportal/wps/myportal) <https://hns.dhs.vic.gov.au/dhsportal/wps/myportal>.  Paper forms are available from DHHS local offices or housing organisations and support providers. |
| ****Victorian Housing Register eligibility criteria**** | The asset, income and agency specific eligibility criteria that must be met by an applicant to be eligible for a tenancy in social housing. |
| ****Victorian Police Risk Assessment and Risk Management Report ‘L17’**** | When Victoria Police attend a callout, if it is determined to be a family violence incident Victoria Police use the Victorian Police Risk Assessment and Risk Management Report ‘L17’, as a mechanism to make referrals to community agencies and/or reports to Child Protection about a family violence incident that they have attended. |
| ****Withdrawn application**** | If a client chooses not to proceed with submitting an application or disengages with the support provider, the application status can be changed to ‘withdrawn’. A withdrawn application may be reinstated to ‘draft’ status for a period of four months until it is archived and removed from the screen automatically. |

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