

Easy Read Housing Allocations



ACCESS 2 PLACE HOUSING

Access 2 Place wrote this information. When you see the words '**we**' or '**us**' or '**A2P**' it means Access 2 Place.



We have written this document in an easy to read way. It has key details from A2P's Allocations Policy and Procedure documents.



You can read this document with your family or a support person. We use pictures to help explain ideas.

Allocation



When a person is chosen to move into an A2P home this is called an **allocation**.

This document talks about how we choose that person.



There are rules and laws that we must follow when we make an allocation.

Advertising



When someone moves out, it means a home will be available for a new person. We call this a **vacancy**.



When this happens, we put up advertisements about the vacancy so we can find someone to move in.



Our advertisements go on these websites:

- A2P –
<https://access2place.com.au/>
- Housing Hub –
<https://www.housinghub.org.au/>
- Nest –
<https://gonest.com.au/>
- SDA Finder –
<https://www.ndis.gov.au/participants/home-and-living/specialist-disability-accommodation-explained/sda-finder>



Sometimes we also advertise on Facebook.



We also email the vacancy information to people who have asked to be told about them.



Our advertisements include:

- features of the home – like wheelchair access or a garden
- the suburb where the home is
- if any other people live there and how old they are
- if any support is provided and who provides it
- extra eligibility requirements (we have more information on eligibility later)
- how to apply to live in the home



Our advertisements do not include:

- the address of the home
- private information about other people living in the home

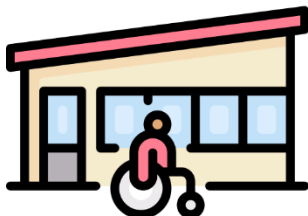
Applicants and Applications



Before we allocate a home to someone, we will ask for documents and information. We call this an **application**.



All the documents in the application will tell us about the **applicant** and the home they need.



An applicant is a person who asks to move into one of our homes.



We will give the applicant forms to fill in and give back to us.



We will also tell you if there are other documents we need from you.

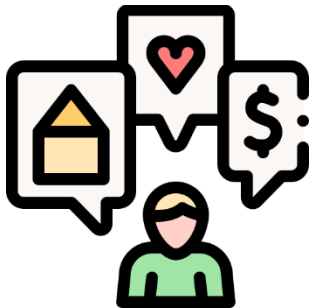


Sometimes another person will do this work for the applicant – like a family member or NDIS worker.

Being Eligible



To move into an A2P home, a person must be **eligible**.



Being **eligible** means there are certain things about a person and their life which mean they may be allowed to move into an A2P home.



To be eligible for an A2P home an applicant must:

- Be living with a permanent disability
- Live in South Australia
- Have a way to pay the rent
- Not earn too much money
- Not own a home that they could live in
- Not have too much money in the bank

Single Housing Register of South Australia



A2P has to allocate homes to people who are on the **Single Housing Register of South Australia**.



The Single Housing Register of South Australia ('Housing Register') is where applications are stored for **Community Housing Providers** in South Australia to see.



A Community Housing Provider provides homes for people with low income who cannot find suitable housing through private rental.

A2P is a Community Housing Provider.



When you give an application to us, we will also add it to the Housing Register.



If you are not allocated an A2P home, another Housing Provider may contact you about a home they have.

Making a decision

When we have an empty home, we will:



- check if an A2P tenant needs to move to this home
- advertise online
- email people on our mailing list
- check the Housing Register for people who might be a good match for the home



We will read all the eligible applications we receive.



We may ask an applicant to give us more information to help us decide.

Allocation Panel



3 or 4 A2P staff will decide together which applicant to choose for the home. We call this the **Allocation Panel**.



The Allocation Panel will:

- read every application
- talk together about each application
- decide together who should be offered the home
- keep notes on file to show why decisions were made

Things we think about



Deciding who to offer the home to can be hard, especially when lots of people apply.



Things we think about can be:

- How well does the home suit the applicant?
- Who needs the home most urgently?
- Is the home a good size for the applicant?



If the application is for a bedroom in a home shared with others, we also ask them what they think about it.

Offering the home



Once the Allocation Panel chooses an applicant, we offer them the home.



If the applicant says yes A2P will get things ready for the person to move in.



If the applicant says no, we will offer the home to another applicant.



It is okay to say no if the home is not right for you.



When the person moves into the home, their application is closed on the Housing Register.

Making a complaint



If you are not happy with something we have done you can make a complaint.



You can lodge your complaint on our website or by contacting us directly. Our contact details are on the last page.

Questions?



If you have any questions or would like more information please contact us:

- phone – 08 8274 6300
- email – info@access2place.com.au
- web – <https://access2place.com.au/>
- visit or write – 20 Greenhill Road,
Wayville SA 5034