Service Access and Equity Policy

**Operations Victoria**

Document Owner

**1**

Version

**5/09/2023**

Next Review Date

**5/09/2020**

Date Published

**3 Years**

Review Period

Current as at: 14/12/2021

# Purpose

Housing Choices Australia's mission is to be a leading provider of affordable homes across Australia, working with partners to create resilient and inclusive neighbourhood. We provide long term solutions for people who are:

* Disadvantaged by housing markets
* Have a disability and/or mental health illness
* Are homeless or at risk of homelessness
* Are ageing and/or frail

The purpose of this policy is to state Housing Choices Australia commitment to the principles of equal opportunity, the promotion of non-discriminatory service delivery and a culture free of harassment, discrimination and bullying.

# Scope

This policy covers all aspects of Housing Choices Australia service delivery. Housing Choices Australia provides housing and services funded through a range of different sources and therefore access to housing and services may have an eligibility criteria defined by their funding source.

This policy applies to the following entities within the Housing Choices Australia Group:

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Abbreviation** | **ACN** |
| Disability Housing Limited | DHL | 118 571 547 |
| Singleton Equity Housing Limited | SEHL | 007 008 853 |
| Housing Choices Australia Limited | HCAL | 085 751 346 |
| Housing Choices Tasmania Limited | HCTL | 147 840 202 |
| Housing Choices South Australia Limited | HSCAL | 122 807 130 |
| Housing Choices NSW Limited | HCNSWL | 619 158 299 |
| Urban Choices Property Limited | UCP | 094 639 237 |

# Scheduled Review

The General Manager, Housing is responsible for the maintenance and implementation of this policy.

Where there is non-conformance the General Manager, Housing should be advised, and corrective action is to be taken as part of the continuous improvement process.

# Policy Statement

Housing Choices Australia is committed to ensure equal opportunity and fair treatment for all our customers/residents and stakeholders. Housing Choices Australia recognise that we live in a diverse society and it is our legal, corporate, moral and social responsibility to deliver inclusive services.

## Access

Housing Choices Australia services are not denied to any person on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, disability, ethnic background or sexual preference.

Some services have restrictive eligibility criteria set by the funding source e.g. to access Housing Establishment Fund requires an applicant to have a disability.

When demand for housing services exceeds supply priority access criteria is transparent and explained in our Allocations and Community Lettings Initiative Policy

## Equity

Housing Choices Australia will ensure that no resident receives less that favourable treatment on any grounds of their gender, marital status, religious or cultural beliefs, political affiliation, disability, ethnic background or sexual preference.

Housing Choices will take action to deal effectively with all forms of harassment to ensure that our homes are safe and secure places to live.

# References:

|  |  |
| --- | --- |
| legislation & Standards | Related INternal documents |
| [List legislation, standards and guidelines relating to this process] | * [Allocations and Community Lettings Initiative Policy](https://housingchoicesaustralia.sharepoint.com/sites/knowledge/Archive/Allocations%20and%20Community%20Lettings%20Initiative%20Policy.docx) * [Housing Transfer Policy](https://housingchoicesaustralia.sharepoint.com/sites/knowledge/KnowledgeCentre/Housing%20Transfer%20Policy.docx) |

## Glossary

[add terms specific to this policy/delete section if not appropriate].



**English:**

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

**Arabic:**

إذا كنت بحاجة إلى مترجم، يرجى الاتصال ﺒ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال ﺒ   
**Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا   
**9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

**Farsi (alt Persian):**

اگر به مترجم نیاز دارید، لطفا با شماره تلفن تیس نشنال131 450 تماس بگیرید و از آنها بخواهید با   
**Housing Choices Australia** به شماره **1300 312 447** تماس بگیرند. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به www.tisnational.gov.au

**Vietnamese:**

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**.

Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

**Somali:**

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

**Simplified Chinese:**

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码： **1300 312 447**。我们的营业 时间是 **9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址： www.tisnational.gov.au

**Traditional Chinese:**

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

**Spanish:**

Si necesita un intérprete, por favor llame a TIS National en el 131 450ypida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

**Italian:**

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d’ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

**For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.**