

TENANT DISABILITY SUPPORT POLICY AND PROCEDURE

1.1 PURPOSE

Woomera Aboriginal Corporation Albury (WAC) is committed to providing a supportive and inclusive environment for all tenants, including those with disabilities. This Tenant Disability Support Policy and Procedure outlines the guidelines for accommodating tenants with disabilities and ensuring their needs are met effectively.

1.2 SCOPE

This policy and procedure will apply to all WAC housing employees and the Management Board.

1.3 POLICY

Woomera Aboriginal Corporation (WAC) is a social housing provider that aims to provide affordable tenancy options for Aboriginal and Torres Strait Islander people within the Albury, Wagga Wagga and surrounding regions. WAC will ensure that any prospective and current tenant will be provided with support and appropriate housing depending on their needs. This includes individuals with disabilities who may need modifications and/or support options.

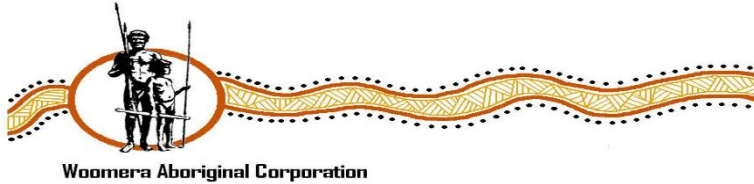
For the purposes of this policy, a disability is defined as any physical, sensory, intellectual, or mental impairment that substantially limits one or more major life activities, as defined by applicable laws and regulations.

Principles:

- **Equality and Non-Discrimination:** All tenants, regardless of their disabilities, have the right to equal access to housing and support services.
- **Dignity and Respect:** WAC are committed to treating all tenants with dignity, respect, and sensitivity to their individual needs and preferences.
- **Accessibility:** WAC strive to make properties and services accessible to all tenants, including those with disabilities, by removing barriers and implementing reasonable accommodations.

1.4 PROCEDURE

The following procedures outline how WAC will support and prioritise individuals with disabilities requiring extra support.



Application for Housing

As per the WAC Processing Housing Applications Procedure, all applicants with extenuating circumstances, (including disabilities) will be prioritised when submitting their application. The applicant will need to provide evidence in support of their application including medical reports, OT reports, psychological reports, NDIS reports etc.

The list of applications will then be presented to the Board and discussed based on each applicants needs and will be placed on the waitlist and prioritised based on needs.

Housing allocation

When a house becomes available, the Housing officer and Management will gather the waitlist and present this to the Board and a discussion will be had on the needs and requirements of the applicants and the appropriateness of the house available e.g., number of bedrooms.

There are extenuating circumstances (documented and verified) which justifies an applicant being prioritised above another applicant who has been on the waiting list for a longer period.

The extenuating circumstances could be where applicants:

- Are living in sub-standard accommodation;
- Are homeless and have made every possible attempt to secure or maintain appropriate housing;
- Have serious health problems or a disability which is adversely affected by their current accommodation;
- Are subject to violence or serious harassment where they currently live;
- Are the victim of domestic violence (with proof);
- Are isolated from their family or community; and
- Have no alternative options for housing.

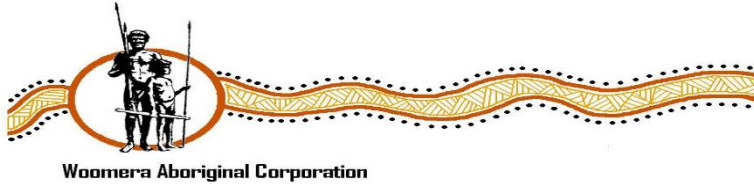
Reasonable accommodations

WAC will make reasonable accommodations to ensure that tenants with disabilities can fully enjoy their housing and related services. Reasonable accommodations may include, but are not limited to:

- Modifications to physical structures or amenities (evidence and reports need to be provided)
- Provision of auxiliary aids and services, such as sign language interpreters or assistive listening devices
- Alternative communication methods

Change in circumstances

WAC will endeavour to provide support to tenants to assist them to maintain their tenancy when their circumstances have changed due to injury/disability. This may include carrying out modifications to assist mobility and/or assist the tenant to access other home modification services and funding (for example, through



government departments, disability services). Other options may be supporting the tenant to access in-home care.

Where maintaining the tenancy is not an option, WAC will work with other support services and agencies to try and find alternative accommodation.

Confidentiality

All information related to a tenant's disability and accommodation needs will be treated confidentially and shared only with individuals involved in the accommodation process on a need-to-know basis.

1.5 TRAINING AND COMPLIANCE

WAC will provide training and awareness programs for staff members to ensure they are knowledgeable about disability rights, accommodations, and best practices for supporting tenants with disabilities.

WAC will comply with relevant Legislation relating to Disability rights and tenancy including the *Residential Tenancy Act 2010*, *Disability Discrimination Act 1992* and the United Nations Convention on the **Rights of Persons with Disabilities**.

Tenants will be given documentation about their rights that will address the following:

- Security of tenure within the terms of the tenancy agreement, funding guidelines and their rules
- Confidentiality of personal information provided
- Complaint and appeal process
- Opportunity to utilise an advocate to act on their behalf
- How to exercise their rights

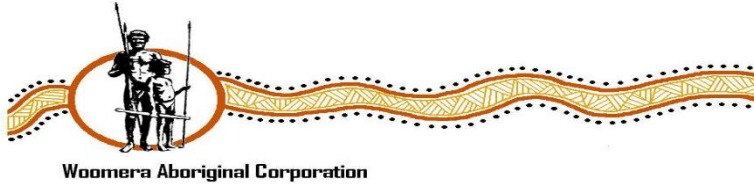
1.6 TENANT PARTICIPATION

Tenants are encouraged to provide feedback and become involved in decision-making on issues which affect them or their tenancy.

All WAC tenants will be encouraged to participate by:

- Providing feedback on existing services and activities
- Consulting on proposals for change that will have an impact on them
- Opportunities for involvement in the decision-making of the organisation
- Opportunities for broader community engagement.

In saying this, WAC will disseminate surveys, arrange Community Yarns and maintain a monthly Community Housing Yarn where tenants will have opportunities to participate and discuss any concerns or issues. WAC will also assess any barriers to participation and actively seek to remedy these.



1.7 COMPLAINT AND APPEAL PROCESS

A complaint is an expression of dissatisfaction with a policy, procedure, decision, or service provided. It may also refer to dissatisfaction with the way that a staff member may have treated someone.

All complaints must be lodged with WAC's Administration Team. Complainants can either lodge a written complaint and/or verbal complaint by contacting the Administration Team at the office. It is up to the Complainant if they wish to remain anonymous.

Complaints must be actioned within fourteen (14) days of receipt of the complaint.

Appeal

An appeal is a request to reconsider a decision that has been made prior to any action being taken.

An appeal is to be in writing and addressed to the CEO at Woomera Aboriginal Corporation within twenty (21) days of the decision.

1.8 RESOURCE

[Accreditation Standards Manual.pdf](#)

1.9 RELATED LEGISLATION

Residential Tenancy Act 2010

Disability Discrimination Act 1992

United Nations Convention on the **Rights of Persons with Disabilities**

1.10 RELATED POLICIES AND PROCEDURES

Housing Policy

Allocation of Housing Procedure

Processing Housing Applications Procedure

Housing Complaints and Appeals Policy

Policy Area: Governance		
Policy Number:	Version: 1	Pages: 4
Updated by: Melissa Muir		
Approved by WAC Management Board		
Date: March 2024	For Review: March 2025	