



ACT
Government

Growing and Renewing Public Housing Program

Voluntary Tenant Relocation Policy and Guidelines

November 2023

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Program Update

Background

Tenant Relocations under the Growing and Renewing Public Housing Program (the Program) previously relied upon a required relocations policy from February 2022 until August 2023.

Tenant relocations were paused so a review of the Program and the required relocations policy could be completed. This review has been completed and relocations will be voluntary for the remainder of the Program.

Tenants who received a letter on 4 August 2023 informing them the decision to sell or redevelop their property as part of the Program was set aside, have received a phone call and letter advising they do not need to move unless they want to.

Voluntary relocations

Following a review of the Program the ACT Government decided on 18 October 2023 to adopt a voluntary tenant relocation approach for the remainder of the Program.

Tenants who still wish to relocate or want to explore relocating can do so through engaging with their Tenant Relocation Officer.

There are small number of properties that remain of interest to the Program due to the ability to construct several additional homes at these sites.

These tenants will be contacted by a Tenant Relocation Officer to confirm whether they would like to relocate or explore relocating. Relocating remains voluntary.

If tenants voluntarily relocate, we will redevelop these properties with multiple dwellings.

Before we contact tenants about exploring voluntary relocation, we review the available information and consider the impact on the tenants against the following circumstances:

- Age: Tenants who are 80+ years of age and Aboriginal and Torres Strait Islander people who are 70+ years of age.
- Health and wellbeing: Where moving, even if voluntary, is very likely to cause significant harm to the health, mental health, wellbeing, identity, independence and/or life of the tenant/household.

For example:

- The impact of asking people with a disability, mental ill-health, significant health issues; older people; and impacts on other household members including children.
- Complex circumstances where a tenant or household rely heavily on their location and its proximity to their carers, family, health, educational and public support services.
- People for whom it may be unsafe (e.g., due to suicidal ideation), and/or culturally inappropriate to ask to move, and/or where a move may trigger the effects of trauma.
- The impact of moving on carers of people with disability, mental ill health, significant health issues, and, who rely heavily on the proximity of their housing to engage with the people they care for.

Tenants exploring voluntary relocation will be made aware of available community supports including individual advocacy or legal services and understand that a warm referral can be facilitated to ensure they are supported through the engagement and relocation process.

Decision making framework

Decisions are still required in relation to tenants who voluntarily relocate. These decisions are about:

- Suitable properties to offer tenants.
- Relocation supports including:
 - Non-standard requirements in properties (if needed); and
 - moving costs.

Delegate approval is required to allocate a property and financial cost for relocating tenants.

The following framework will guide the delegate making the decision about supports for tenants who choose to relocate.

Delegates must give proper consideration to the tenant's and their household's human rights. To do this the delegate must be satisfied that:

- the tenant was offered connection to individual advocacy services or community supports.
- the tenant has been listened to, and their needs understood.
- the tenant's household's needs been considered and recorded.
- the tenant seen and endorsed the *Tenant Relocation Summary Report* and been informed they can ask for a review prior to final decision being made.
- relevant and reasonable non-standard requirements been considered to ensure potential property offers meet the needs of tenants.

- all relevant and reasonable relocation needs and costs been considered to support the tenant to relocate.

Finding properties to finish the Program

We can move to voluntary relocations at this point in the Program, as the Program is well progressed, has been extended until 2027 and have more flexibility to source remaining sites from tenants who voluntarily want to relocate, through vacant stock that is likely to become available or by purchasing new properties from the market. Properties may also be identified through tenant-initiated transfers.

Not all properties are suitable or meet the criteria for the Program.

We consider the following criteria to identify properties that are suitable for the Program:

Type	Assessment Criteria	How information is used
Land and property characteristics	<ul style="list-style-type: none"> - Block size - Gradient Zoning - Tree coverage - Heritage - Proximity to services - Number of bedrooms - Property size - Property age Book value 	To understand the nature of the building and land asset
Portfolio considerations	<ul style="list-style-type: none"> - Holding in suburb - Proportion of public housing in suburb 	To determine whether holdings in the suburb should be increased, decreased, or kept at a similar level.
Redevelopment and disposal potential	<ul style="list-style-type: none"> - Indicative yield - Average suburb sale price 	Development to the portfolio either through possible revenue for reinvestment or improved and/or increased yields on site
Maintenance condition and upgrades	<ul style="list-style-type: none"> - Maintenance history (5 years) - Property condition audit - Scope of work to relet - Program of works/planned maintenance - Maintenance and upgrade budget - Bespoke tenant upgrade requirements 	To determine the condition of the property in the context of tenant requirements relative to recent and future maintenance and upgrade spending
Demand information	<ul style="list-style-type: none"> - Growth and renewal relocations awaiting suitable properties - Mainstream housing and transfer registers 	To balance the portfolio consideration in the context of current and future tenant needs
Tenancy information	<ul style="list-style-type: none"> - Tenancy term - Age of oldest tenant - Total occupants 	To determine the suitability of the property to current tenant needs in the context of realigning the portfolio to

Type	Assessment Criteria	How information is used
		effectively and efficiently utilise stock to meet the requirements of the broader existing and prospective tenant cohorts
Neighbourhood information	<ul style="list-style-type: none"> - Fatigue - Complaints 	To determine whether holdings in this location are negatively impacting the community or the local community is negatively impacting tenants

Policy

Providing secure, suitable, and affordable public housing

One of the outcomes of the ACT Government's Wellbeing Framework is to enable Canberrans to have access to secure, suitable, and affordable housing throughout their lives.

Public housing contributes to this outcome and supports some of the most vulnerable Canberrans.

The [ACT Government Housing Strategy 2018](#), sets out what is being done to implement these outcomes.

To strengthen public housing assistance the Strategy sets out the following objectives:

- Grow and renew public housing to better meet demand.
- Build a range of housing options that are designed to better meet the diverse and contemporary tenant needs.
- Develop a tenancy service that focuses on client outcomes and responds to individual needs.
- Provide a better customer experience through a modern and digital service platform for current and future tenants.

The Growing and Renewing Public Housing Program is the key program driving the achievement of these objectives.

Person Centred

While relocating under the Program is voluntary, moving can be stressful and some tenants may have vulnerabilities and/or specific requirements they may need in their home.

Tenants need to be at the centre. To ensure this we will:

- respect, listen, and value each tenant's individual experiences and needs.

- inform tenants about the voluntary relocation process from beginning to end.
- consider the tenant's household's circumstances.
- inform tenants of when they can ask for a re-assessment of a decision.
- provide tenants a house that meets their needs and supports their participation in community life.
- let tenants know what help they can get during the process.

To help us, tenants will:

- let their Tenant Relocation Officer know the best way to engage with them.
- engage with Tenant Relocation staff safely and respectfully.
- share information with their Tenant Relocation Officer so they can understand current household circumstances, housing needs and what are important things for the tenant's day-to-day wellbeing.
- let their Tenant Relocation Officer know what assistance they need to help them before, during and after relocation.
- update their Tenant Relocation Officer if their household's circumstances change.

Upholding human rights

The *Human Rights Act 2004* (the HRA) recognises that human rights are necessary for individuals to live lives of dignity and value. Rights of individuals must be respected, protected, and promoted and must be taken into consideration when public authorities are making decisions.

The HRA recognises that few rights are absolute. Human rights may be subject only to the reasonable limits in law that can be demonstrably justified in a free and democratic society. One individual's rights may also need to be weighed against another individual's rights.

While relocation under the Program is voluntary, applying a human rights lens provides a sound framework for delegates to make considered decisions in relation to allocation of properties and financial costs associated with relocating tenants.

Procedural Fairness

As part of upholding a tenant's human rights, procedural fairness (also known as natural justice) is critical in decision-making and broadly requires:

- The decision-making process to be fair and transparent, including making tenants aware of how decisions are made and giving them an opportunity to be heard i.e., provide relevant information or documents.
- Tenants be informed about their rights, responsibilities, and options.
- Tenants to be part of the decision-making process.
- Information and material provided by tenants is to be considered before decisions are made.
- Decisions must consider all relevant circumstances, including the individual circumstances of a tenant (and their household).

These steps are critical to good practice and should underpin all interactions with tenants.

Legislative Framework

Various legislation applies to the management of public housing including but not limited to:

- | | |
|---------------------------------------|--|
| • <i>Housing Assistance Act 2007</i> | • <i>Residential Tenancies Act 1997</i> |
| • <i>Human Rights Act 2004</i> | • <i>Financial Management Act 1996</i> |
| • <i>Discrimination Act 1991</i> | • <i>Freedom of Information Act 1982</i> |
| • <i>Information Privacy Act 2014</i> | • <i>Planning and Development Act 2007</i> |

Guidelines

The *Voluntary Tenant Relocation Policy and Guidelines* sets out the process to engage with tenants who choose to relocate and the decision-making framework for delegates to decide about allocation of properties and financial costs.

These guidelines are to:

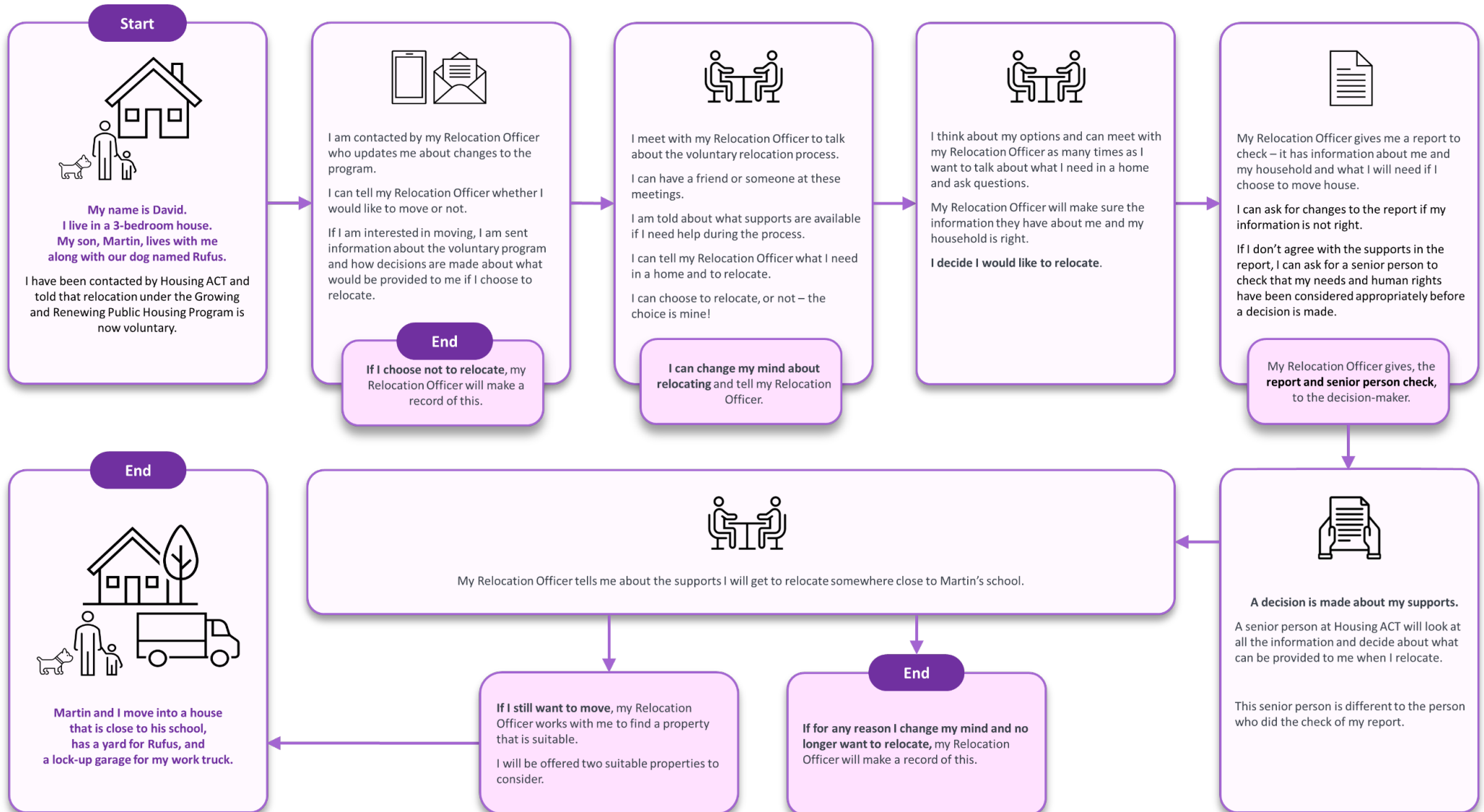
- Support tenants to understand what engagement, information and decisions need to be made to support them to voluntarily relocate.
- Support Tenant Relocation Officers to listen and understand the needs of tenants who choose to relocate.
- Support delegates making decisions in relation to:
 - Suitable properties to offer tenants.
 - Relocation supports including:
 - Non-standard requirements in properties (if needed); and
 - Reasonable moving and relocation costs.

Tenant Journey

Note: All tenants part of the Program whose decision was set aside have been contacted by phone and received a letter informing them they do not need to move unless they want to.

If a tenant advises they want to voluntarily relocate; are interested in talking about what relocating might mean for them; or is being contacted to ask whether they would like to discuss relocating, the following journey applies.

Tenants may choose not to relocate at any stage in the process.



Step 1: Engagement

Throughout this step, Tenant Relocation Officers will:

1. *Confirm* whether the tenant is interested in exploring relocating. The tenant can change their mind at any stage.
2. *Listen* to understand the tenants and household circumstances.
3. *Consider* what support and assistance may need provided to the tenant if they choose to relocate.

a) First face to face meeting

If a tenant advises or contacts a Tenant Relocation Officer:

- they want to voluntarily relocate,
- is interested in talking about what relocating might mean for them, or
- is being contacted by a Tenant Relocation Officer to ask whether they would like to know more about relocating,

a meeting is be arranged at a time and place that is mutually suitable.

The Tenant Relocation Officer is to:

- *Inform* the tenant may bring a support person, representative or friend to the meeting.
- *Ask* whether they need any assistance or supports to attend the meeting.
- *Provide* contact details.

Prior to the first meeting, known information about the tenant should be used to pre-populate the *Tenant Relocation Information Collection Tool (Appendix 1)*. This will enable the Tenant Relocation Officer to confirm existing information and reduce the need to tenant to repeat their information.

At the first meeting with the tenant, the Tenant Relocation Officer will:

- *Explain* the purpose of the meeting which is to explain relocation is voluntary and to understand why the tenant is choosing to move.
- *Talk* through the whole process from beginning to end, how decisions are made, their rights and responsibilities, what support is available and what help they will get to relocate.

- Ask tenant questions in the *Tenant Relocation Information Collection Tool* to confirm or revise existing information and include new information.
 - o Collection of this information may take more than one meeting/conversation and will capture information to support assessment about.
- *Listen* carefully to understand the tenant's and their household's circumstances and needs.
- Advise the tenant they will be given the *Tenant Relocation Information Collection Tool* to look at and they can make changes or provide more information.
- Inform the tenant of next steps, when they will contact them again, and arrange a follow up meeting (if required).
- Provide contact details.

Note:

The purpose of the Tenant Relocation Information Collection Tool is to help Tenant Relocation Officers to ask tenants relevant questions to understand tenant's needs and circumstances.

This information is used to complete a personalised Tenant Relocation Summary Report which makes recommendations about the housing needs and supports a tenant may require if they choose to relocate.

Tenants will be given a copy of the Tenant Relocation Information Collection Tool and Tenant Relocation Summary Report and so they can change, revise, or update information collected.

b) Assess Non-Standard Requirements

Non-standard requirements may be available to the tenant to support their relocation.

Non-standard requirements are over and above what is usually available to tenants allocated a public housing property. They may be amenities the tenant has in their current home and would be reasonably required to support their relocation. Non-standard requests may be considered for:

- Health and wellbeing
- Employment
- Schooling
- Age
- Disability/access

- Enjoyment of property – such as enhancements made by tenant to their existing property at their expense.

Examples of non-standard requirements:

- Lockable tool shed or garage for tenant's tools to maintain employment.
- Provision of air-conditioning if previously installed by tenant (at their expense).
- Specific modifications to accommodate changing needs such as replacing cupboards with draws in kitchen.

Requests that may not be able to be facilitated:

- Above bedroom allocation (without supporting evidence).
- Building of large structures and items that do not comply with ACT planning and building regulations.

Non-standard requirements need to be reasonable and considered in relation to tenant amenity as well as ongoing maintenance costs.

Note:

Non-standard requirements will be recorded on the Tenant Relocation Summary Report.

The delegate makes the final decision about what non-stand requirements can be facilitated in relocation.

c) Continue engagement with tenant

Depending on the circumstances and needs of the tenant, the Tenant Relocation Officer will:

- *Regularly engage* (via phone, face-to-face and email) with the tenant to ensure they have all the information they need and if they have any questions.
- *Continue to inform* the tenant of next steps in the process and what support is available.

Note:

Tenant Relocation Officers should confirm with the tenant how often they would like to be contacted. If the tenant does not have an immediate need or contact preference, Tenant Relocation Officers will maintain engagement with a tenant every 4- 6 weeks.

d) Payment of Relocation Expenses

If a tenant chooses to relocate, reasonable costs to support tenant relocation and transition will be available. Noting not all households would be expected/entitled to claim all expenses below and will be determined on need and circumstances of tenants and their household:

- removal expenses, including relocation of pets,
- storage expenses,
- waste removal – skips,
- packing and unpacking services – moving furniture in, helping tenants unpack removal boxes, decluttering assistance,
- safety and security features – sensor lights, peep holes, security doors,
- practical handyman or maintenance support – e.g., dishwasher connection, dismantling and rebuilding furniture,
- horticultural advice and garden transition support,
- disconnection and reconnection fees, for example, the internet or Pay TV,
- utility connection and reconnection fees, such as, electricity, gas, telephone, Pay TV, or the internet,
- mail redirection fees (for up to 3 months),
- any other reasonable expenses incurred as a direct result of the move, such as:
 - o transport options to support services
 - o new school uniforms for children.

e) Tenant Relocation Summary Report

Following engagement with the tenant, the Tenant Relocation Officer will:

- *Analyse and summarise* the *Tenant Relocation Information Collection* tool responses and supporting documentation to complete the *Tenant Relocation Summary Report* at **Appendix 2**.
 - o This report will include information provided by the tenant, what the tenant will need to relocate.
- *Gives* a copy of the report to the tenant to confirm whether the information in the report is correct.

Tenants may request a **review of the report** if they do not agree with what they have been offered to support their relocation.

Tenants may choose not to move.

f) Property options

Tenants will be provided with information about possible property options.

Tenant Relocation Officers may provide a tenant with information about possible properties to help tenants picture what and where their home will be. This process will vary from tenant to tenant depending on stock availability and tenant preferences at the time.

If there is a vacant property available that meets the needs of the tenant, the tenant can visit the property.

If there are no vacant properties available that meets the needs of the tenant, build plans or examples of new building products may be shown to tenant. Noting that the final property options may differ to those shown if the needs of the tenant can't be accommodated in these developments.

If a tenant has a preference to remain in their local area, or return to their redeveloped site, Tenant Relocation Officers will assess the feasibility of this against the following criteria:

- Whether the property is remaining in Community Services Directorate ownership
- Whether the tenant's bedroom entitlement matches the new properties on the redeveloped site
- Previous tenancy history
- Tenants ongoing eligibility for social housing assistance.

Tenants eligible to move back to their redeveloped site will be required to move twice under the Program. First into a temporary transit property and second back to the redeveloped site. Rent payable at the transit property will be equivalent to 25% of a tenant's accessible income, or at the market rent rate, whichever is lower. Tenants in these circumstances may be subject to time delays that can arise in the planning and construction process which then impacts the return to the redeveloped site.

The relocation expenses listed at subpoint (e) will be reimbursed to tenants who choose to move back or return to a redeveloped site.

Step 2: Delegate decision

The following people have the delegation to make the decision about the housing needs and support that will be provided:

- Commissioner for Housing, Community Services Directorate
- Executive Group Manager, Housing Assistance, Community Services Directorate
- Executive Branch Manager, Housing Assistance, Community Services Directorate
- Senior Director, Housing Assistance, Community Services Directorate

Following engagement with the tenant, the Tenant Relocation Officer will:

- *Write* a covering brief to the delegate attaching the *Tenant Relocation Summary Report* to support the delegate to make the decision about the housing needs and supports for relocating.

Following the delegate decision, the Tenant Relocation Officer will:

- *Inform* the tenant of the delegates decision via phone and then via letter/email and include a copy of the endorsed *Tenant Relocation Summary Report*.
- *Talk* to the tenant about next steps including possible timeframes for relocation and property offers.

Step 3: Property offers

Tenants can have had the opportunity to see possible property options through the engagement stage.

Once a relocation decision has been made, the tenant will be offered two suitable properties.

For a property to be considered a suitable offer, it must meet the requirements outlined in the *Tenant Relocation Summary Report* including:

- preferred region (all efforts will be undertaken for a suburb preference however this cannot be guaranteed)
- bedroom entitlement
- tenant's medical, personal, physical, and cultural needs
- catchment for schooling, and
- close to established supports (if entrenched).

If a tenant refuses two suitable property offers, Housing ACT may cancel the relocation process.

Step 4: After relocation

Tenants will be provided up to 14 days from the point of sign up to their new home, to return the property they have been residing in back to Housing ACT.

In situations where individual circumstances need to be taken into consideration (e.g., medical conditions) an extension can be provided on a case-by-case basis.

The vacant property is to be returned to Housing ACT in a clean condition to enable necessary works to be undertaken.

Appendix 1- Tenant Relocation Information Collection Tool

Part a) Resident Information Form

This form collects standard information on tenants and residents, as well as identifying their needs for relocation and requirements for a new property.



Resident Information Form

This form is part of the information collection phase of tenant relocation.

The information you share here will go into the Tenant Relocation Report to support your relocation needs.

Resident Details		
Title: Mr / Mrs / Miss / Ms / Other _____	Gender: <input type="checkbox"/> M <input type="checkbox"/> F Other: _____	
Given Name:	Surname:	
Preferred name:		
Date of Birth:	Age:	
Address:	Contact number:	
Main language spoken:	Interpreter required? <input type="checkbox"/> Y <input type="checkbox"/> N	
Do you currently have a Housing ACT transfer application? <input type="checkbox"/> Y <input type="checkbox"/> N	Payment Reference No:	CRN (Centrelink Ref No):
Are you of Aboriginal or Torres Strait Islander Heritage? <input type="checkbox"/> No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/> Yes, Both Aboriginal and Torres Strait Islander <input type="checkbox"/> Not stated		
Would you like a representative to support you through the relocation process in the following capacity: <input type="checkbox"/> Act on your behalf. <input type="checkbox"/> Attend interview with you. <input type="checkbox"/> Be included in communications.		

Please tell us their details:

> Name of representative: _____

> Relationship to tenant: _____

☐ Consent documentation provided and attached (exchange of information).

Household Composition

Total number of household residents: _____

☐ Single person

☐ Single with children - Number of children _____

☐ Couple

☐ Couple with children - Number of children _____

☐ Other family: _____

☐ Unrelated persons (including unrelated carers): _____

Primary caregiver: ☐ Y ☐ N

If no, please give details:

Rebate entitlement: ☐ Y ☐ N

Number of declared household occupants:

☐ Pets – number and type:

Health and Wellbeing

Do you or a household member have a disability or health condition?

☐ Y ☐ N

Please select the type of condition(s):

☐ intellectual/learning

☐ psychosocial/mental health

☐ sensory/speech

☐ physical health, disability or neurodiverse

☐ trauma

☐ alcohol and drug dependency

☐ other addictive behaviours

Do you or a household member currently receive support from a community organisation or advocate?

☐ Y ☐ N

If yes, please list details below:

Organisation	Type of support	Contact Person

If no, you can talk to us about a referral for support.

Considerations for relocation

Indicate your preferred ACT geographical area for relocation (see map in attachment A):

1. _____ 2. _____ 3. _____

Do you have concerns of risk to safety in any ACT geographical areas? (List area/s of concern)

Do you require an Older Person's Unit? ☐ Y ☐ N

What methods of transport do you use? Please tick all that apply.

☐ Car – Do you own a car ☐ Y ☐ N

☐ Public Transport

☐ Bicycle

☐ Walking

☐ Community transport

Other:

Do you have disability modifications to your current residence? ☐ Y ☐ N

If not, have you been assessed as needing disability modifications by an occupational therapist? ☐ Y ☐ N

Please give details:

Declaration

I have read and agree with the information in this form, and any attached documents.

Tenant name: _____ **Tenant Signature:** _____ **Date:** _____

If you were assisted in completing this form, please give details.

Support Worker's Name: _____ **Organisation:** _____

Contact number: _____ **Date:** _____

Privacy Notice

All information will be kept in accordance to the *Information Privacy Act 2014* and the *Territory Records Act 2002*. Your information will only be shared within Housing ACT except where there is an imminent risk to a person or child.

The Community Services Directorate is obliged to handle client information openly, transparently and in accordance with the Territory Privacy Principles set out in the *Information Privacy Act 2014*. We explain how we collect, use, share, and store your personal information and how clients can access and correct it in our privacy policy. You can view our privacy policy at www.communityservices.act.gov.au.

If you fill in this form your/client personal information will be collected and handled by us. This information is necessary for us to provide you/the client with services and support. If you do not consent to supply us with this information, we may not be able to satisfactorily assist you/the client.

The Community Services Directorate will not use or disclose this information for another purpose, without your/the client's consent, unless you/they would reasonably expect us to use or disclose the information for a related purpose or it is required by another law. If you believe that your/the client's personal information has not been handled appropriately or that we have breached the Territory Privacy Principles, you can contact us to make a complaint. You can contact us at: email: CSD.Privacy@act.gov.au phone: (02) 6207 6547.

Part b) Relocation Interview Tool

This tool guides a semi structured interview with the TRO to expand on information captured in the Resident Information Form. Both the form and this tool feed into reporting and consider the person, property and planning needs.

Before you start: Note languages spoken by the tenant, any requests for a translator; consider First Nations tenants cultural safety needs; and assess any other considerations that may be needed to best support tenants in these interviews.

Introduction:

Today we are here to talk about you, your home, and your needs for housing. This is an opportunity for you to share as much as you feel comfortable, to support you as we look at your possible relocation. We can have as many conversations on this as you need to make sure we fully understand your situation and concerns.

We will talk about the information we already have on you and your household. You will have a chance to let us know if this is correct or needs to change. We will also ask about your needs, your house and your community.

Do you have any questions on this, or the relocation process, before we start?

Questions about your household:	
<p>Who lives in your home?</p> <p>We have (people on agreement) listed as currently living in your home. Do these people still live there?</p> <p>Is there anyone else who lives here now? Would there be any changes if you moved?</p> <p>(These are people who are formally listed under the tenancy – if there are any changes yet to be registered, or desired for the relocation please note)</p>	<p><input type="checkbox"/> Children</p> <p><input type="checkbox"/> Family</p> <p><input type="checkbox"/> Friend</p> <p><input type="checkbox"/> Housemate</p> <p><input type="checkbox"/> Other</p>
<p>Detail: (include age/gender/relationships)</p>	
<p>Who stays in your home with you on a regular basis?</p> <p>(Stays in home on regular basis; regular visitor)</p>	<p><input type="checkbox"/> Children</p> <p><input type="checkbox"/> Family</p> <p><input type="checkbox"/> Friend</p> <p><input type="checkbox"/> Carer</p> <p><input type="checkbox"/> Other</p>
<p>Detail: (circumstances for them staying with you)</p>	

Does anyone in your household have a special need that could be impacted by relocating?	<input type="checkbox"/> Disability <input type="checkbox"/> Physical health <input type="checkbox"/> Mental health <input type="checkbox"/> Trauma <input type="checkbox"/> Safety <input type="checkbox"/> Age <input type="checkbox"/> Other
Detail: (describe condition/situation and risk posed by relocation) (Expand - how the current home meets/suits their need)	
Do you have a pet? Y/N What is needed at your home so you can look after your pet? (Expand – fences, containment, yard space, is it a support animal?)	
Questions about your use of the home:	
What are important features of your home for your family or household? (Expand – how household enjoys use of outdoor space (play, gardening, dining/bbq), garage space (cars/work/storage needs), indoor living spaces (TV, work, play, socialise), kitchen (meal preparation – together?), bathroom use (time of use, enough bathrooms?) etc...)	
How many bedrooms are in your house? Do these bedrooms meet the needs of your household? (Expand as needed – do children/household members share a room? would you like them to have separate rooms (consider in relation to bedroom entitlement)? Why? Do you use bedrooms for work, or regular visitors? Consider need to maintain connection to out of town family.)	

<p>How does your current home meet your physical and accessibility needs?</p> <p>(Expand – discuss Modifications, inclusions, upgrades and build needs, who are these for and how do they support their health/other needs?)</p>	
<p>If you were to move to a new home, do you have any security, privacy or accessibility concerns?</p> <p>(Expand - locations that affect safety, stay to keep you and household members safe; need for inclusions matched from current home, or new inclusions not previously identified)</p>	
<p>What other modifications, upgrades or personalisation's have you made to your home to increase your enjoyment of the place?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Window furnishings <input type="checkbox"/> Garden <input type="checkbox"/> Air conditioning/fans <input type="checkbox"/> Shed/garage <input type="checkbox"/> Dishwasher/appliances <input type="checkbox"/> Sensor lights <input type="checkbox"/> Other
<p>Detail:</p> <p>(NOTE: are there any DV security upgrades made to the home?)</p>	
<p>What are some of the things you really like or appreciate about your current home?</p> <p>(Expand – does your home make work easier, allow for social inclusion/community, love the spaces (indoor/outdoor), sense of positive wellbeing, function of the kitchen etc).</p>	

<p>What are some of the things you don't like about your current home?</p> <p>(Expand – what doesn't work for your family/household, rooms, spaces, access, adaptability, location, garden etc)</p>	
<p>How does your home support your culture and identity?</p> <p>(Expand – Cultural diversity, First Nations, inter-generational households, location and community aspects involved)</p>	
<p>Is there any other important information that we need to know about how you use your current home?</p> <p>(Expand - accessibility, security, use of spaces, bedrooms, bathrooms, ability to work, storage needed)</p>	
<p>Questions about connection to community:</p>	
<p>Do you or members of your household attend local:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Schools <input type="checkbox"/> Group programs (scouts, sport etc) <input type="checkbox"/> Faith based centres (church etc) <input type="checkbox"/> Social groups <input type="checkbox"/> Volunteering <input type="checkbox"/> Other
<p>Detail:</p> <p>(Expand: how close by, how do they travel to activity, frequency of attendance, connection to community, importance to stay and why i.e., consistency, connection)</p>	

<p>Is your work based in your local area?</p> <p>(Expand: how might relocating effect your travel to work, ability to attend work, customer base, work from home, childcare arrangements etc)</p>	
<p>What important connections do you have in your neighbourhood?</p> <p>(Expand – relationship with neighbours, friends/family in area, importance for wellbeing, safety supports, impact relocation would have)</p>	
<p>Are there important family or friends that live near you?</p> <p>(Expand – how does their close location support you to enjoy your home and community?)</p>	
<p>Do you know how or where you can access assistance or support in the community?</p> <p>(Expand – people and services that can help you in daily living, or specialised services)</p>	
<p>Do you access work, services, community, family and friends in other areas of Canberra?</p> <p>(Expand – what do you/household attend/access and where? Would you prefer to be closer to these?)</p>	
<p>Questions about connection to services:</p>	
<p>Do you or a household member access local medical or other support such as:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> General Practitioner <input type="checkbox"/> Health practitioner (physio, nurse etc) <input type="checkbox"/> Therapy services (psychology, OT etc) <input type="checkbox"/> Carer <input type="checkbox"/> Pharmacy <input type="checkbox"/> Other

Detail: (Expand: how close by, how do they travel to activity, frequency of attendance, impact of relocation)	
Are there other services you connect to locally?	<input type="checkbox"/> Gardener <input type="checkbox"/> Cleaner <input type="checkbox"/> Carer <input type="checkbox"/> Shopping centre <input type="checkbox"/> Other
Detail: (Expand: how close by, how do they travel to service, does service come to them, frequency of use, impact of relocation)	
Questions about the relocation process:	
Do you have any initial concerns when it comes to the logistics of moving home? (tick all that apply)	<input type="checkbox"/> planning to move <input type="checkbox"/> connecting services <input type="checkbox"/> establishing new home <input type="checkbox"/> engaging support services <input type="checkbox"/> navigating new neighbourhood <input type="checkbox"/> financial impacts of move <input type="checkbox"/> Other
Detail: 	
Do you think that relocating could affect your health, mental health, wellbeing, identity, independence and/or quality of life? Y/N Detail: (Expand – discuss concerns for harm or impact)	

<p>If you were moving home, do you have any special needs, equipment or infrastructure that requires special consideration?</p> <p>(Expand – details and specifications of physical goods, requirements for new home, special moving services, level of support needed to move)</p>	
<p>If you were to move, how would you like us to engage with and support you on your property offers?</p> <p>(Tick all that apply)</p> <p>(We are here to support their need)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> sharing property information <input type="checkbox"/> support to view property <input type="checkbox"/> opportunity for regular discussions <input type="checkbox"/> Flexibility with timeframes
<p>(Expand – do they want us to communicate with a representative? what do they need to know to decide on an offer?)</p>	
<p>If you were to move, what help would you need to move home and settle into your new home?</p> <p>(Expand – ability to pack, transport, skip use, unpack, lift heavy items, what can be brought from house, how to connect services in house, establish community connections)</p>	
<p>Thank you. We will continue to work with you regarding your situation and the next steps to inform the decision making process. If there is a change in your circumstances and needs, please keep us informed.</p>	

<p align="center">Declaration</p> <p>I have read and agree with the information in this form.</p> <p>I will provide documentation that supports this information. Y/N</p>
--

Tenant name: _____

Tenant Signature: _____ Date: _____

Privacy Notice

All information will be kept in accordance to the *Information Privacy Act 2014* and the *Territory Records Act 2002*. Your information will only be shared within Housing ACT except where there is an imminent risk to a person or child.

The Community Services Directorate is obliged to handle client information openly, transparently and in accordance with the Territory Privacy Principles set out in the *Information Privacy Act 2014*. We explain how we collect, use, share, and store your personal information and how clients can access and correct it in our privacy policy. You can view our privacy policy at www.communityservices.act.gov.au.

If you fill in this form your/client personal information will be collected and handled by us. This information is necessary for us to provide you/the client with services and support. If you do not consent to supply us with this information we may not be able to satisfactorily assist you/the client.

The Community Services Directorate will not use or disclose this information for another purpose, without your/the clients consent, unless you/they would reasonably expect us to use or disclose the information for a related purpose or it is required by another law. If you believe that your/the clients personal information has not been handled appropriately or that we have breached the Territory Privacy Principles you can contact us to make a complaint. You can _____ contact _____ us _____ at:
email: CSD.Privacy@act.gov.au phone: (02) 6207 6547.

Appendix 2 – Tenant Relocation Summary Report



PART 1—Resident and Household Details

To view guide notes, enable File—Options—Display—Hidden Text.

Tenant

Ref	Tenant name(s)	DOB	Age (Years)	Gender
1.	Enter text	Select	Select	Select or enter text

Address	Phone	Email
Enter text	Enter text	Enter text

Aboriginal or Torres Strait Islander	Communication preferences	Language	Interpreter required?
Select. Enter text or delete	Select or enter text	Select or enter text	Select

Household Residents

Ref	Name	Age (Years)	Gender
1.	Enter text	Select	Select or enter text

Other

Is the tenant caring for a person nearby with a disability, mental health issue, or a significant health issue?
Select. Enter text or delete

Extended household connections

Ref	Name	Type
1.	Enter text	Select or enter text

Issues with current property

Are there any issues with the current property?

Select. Enter text or delete

PART 2—Household and Tenancy Needs for Relocation

Bedrooms	Areas of preference
Select. Enter text	Select. Enter text or delete
Accessibility and wellbeing needs	Proximity to services / workplace / supports / neighbours
Select or enter text. Enter text or delete	Select or enter text. Enter text or delete
Important property features / amenity in current home	Current Supports in place
Select or enter text. Enter text or delete	Select or enter text. Enter text or delete
Risks in relocation	Referrals or support information
Select or enter text. Enter text or delete	Enter text

PART 3—Assistance Needs

Assistance needs BEFORE relocation
1. Select or enter text. Enter text or delete
Assistance needs DURING relocation
2. Select or enter text. Enter text or delete
Assistance needs AFTER relocation
3. Select or enter text. Enter text or delete
Plan to establish neighbour and community connections
Enter text

PART 4—Recommendations for Property Offer and Supports

Recommended Property Offer
Enter text

Recommended Supports

Enter text

PART 5—Declaration

- ☐ I have read and agree with the summary report and recommendations.
- ☐ I do not agree with the summary report and recommendations and request a tenant conference.

Tenant Signature

X

Tenant Name

Enter text

Date

Select

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