



# License to Occupy Administration Procedure

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## Approval

Policy owner	Manager, Mental Health Service		
Business Unit	Mental Health Service		
Approved by	Manager, Mental Health Service		
Date approved	22/10/2024	Review date	22/10/2026

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## 1 Purpose

- 1.1 This procedure is intended to give clear and concise guidance to staff on the administrative procedure for confirming a placement and License to Occupy for all new consumers to Vinnies Mental Health Service (MHS).

## 2 Scope

- 2.1 This procedure applies to all MHS staff.

## 3 Procedure

- 3.1 An e-referral is received via [VMH.Referrals@sudpwa.org.au](mailto:VMH.Referrals@sudpwa.org.au) email address. The Coordinator(s) meet and conduct an initial/provisional eligibility and service suitability check.
- 3.2 If the Consumer is considered suitable for MHS and there is an appropriate vacancy, an intake interview is booked and completed with the consumer and their clinical team/support service.
- 3.3 If the intake interview is successful, the consumer and Financial Administrator, if required, will sign a Centrelink Income Consent form and Post Assessment Form.
- 3.4 Once the consent form is signed it is emailed to the Housing Officer (Housing Plus) by the Coordinator Consumer Services, advising which part of the service the referral has been accepted for and the Housing Officer will complete a rent calculation.
- 3.5 The Housing Officer will then email the Coordinator Consumer Services with the following information:
  - Bond amount
  - Fortnightly rent amount
  - Copy of the rent calculation, highlighting any income anomalies including: not receiving standard payment and rent assistance amount and any other non-standard income, factored into rent calculation
  - Dates of next three Centrelink payment dates highlighted as proposed move in dates
- 3.6 Once the rent rate has been accepted by the Coordinator Consumer Services, the final stages of the assessment are completed by the Coordinator Consumer Services.
- 3.7 The Coordinator Consumer Services will then email the consumer and Guardian as required - the rent calculation for their review and approval.
- 3.8 Once the rent calculation has been viewed and accepted by the consumer and Guardian as required an 'Offer of Accommodation' is issued to the consumer and nominated Guardian if required by the Coordinator Consumer Services.
- 3.9 Once the Offer of Accommodation is accepted the Coordinator Consumer Services will arrange an appropriate move in date in consultation with the Housing Plus team and inform the Consumer and Guardian as required.
- 3.10 Once the move in date is accepted the Coordinator Consumer Services will email out a calendar invite to all key stakeholders giving details of requirements upon move in.

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- 3.11 The Coordinator Consumer Services will then email the Housing Plus team to request an MHS 'Offer of Accommodation' letter to be issued to the new consumer and Guardian as required. They will also advise of any special circumstances around the move in, who needs to receive a copy of the Offer of Accommodation' Letter, their email details and also the chosen move in date. The Letter will be issued by the Housing Officer detailing the following:
- Initial move in costs
  - Fortnight payment
  - Vinnies Bank details
  - Move in date and address of accommodation
- 3.12 The Housing Officer will inform the Vinnies Finance Dept that we are awaiting the ingoing tenancy payments and request that the Housing Officer and Coordinator Consumer Services be advised once the ingoing tenancy payments have been received.
- 3.13 The Housing Officer will draft the following Accommodation Move In documents and complete them with the consumer at the Sign-Up meeting. These include:
- VMHS Licence to Occupy Pack including Agreement, House Rules, Floor Plan, Services Provided and Inventory Provided
  - VMHS Deposit Lodgement Form and
  - Centrelink Rent Assistance Form (if Applicable)
  - Centrelink Centrepay (s) Form
- 3.14 Once the consumer has signed all the Accommodation Move In documentation, the Housing Officer will issue all the documentation to the consumer's Financial Administrator and Guardian as required for co-signing. Once this documentation is signed and returned, a copy will be emailed to the consumers' RSW and a completed copy is saved on the Housing Drive, with a hard copy is filed accordingly.
- 3.15 The Housing Officer will also set up, within 48 hours of move in, the consumer's details on Zavanti activate the 'tenancy' and set up the consumer's Centrepay or request the Financial Administrator to set this up and confirm any direct debit ongoing payments as applicable.

## 4 Roles and responsibilities

- 4.1 The Manager Mental Health Services is responsible for maintaining the currency of this procedure.
- 4.2 Society representatives are required to adhere to this procedure. Failure to comply may be considered a breach of our procedures and may result in disciplinary action.

## 5 Review

- 5.1 This procedure is scheduled for review every two years, or on a needs basis as required to align with legislative or practice changes.

## 6 Further assistance

- 6.1 Society personnel should speak with their Manager regarding any questions about the implementation of this procedure.



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## 7 References

References made in this procedure are:

- 7.1 MHS – Offer of Accommodation Letter
- 7.2 MHS – Licence to Occupy Pack
- 7.3 MHS – Deposit Lodgement Form
- 7.4 MHS – Move in Form
- 7.5 Centrelink Consent Form
- 7.6 Centrelink Rent Assistance Form
- 7.7 Centrelink Centrepay (s) Form
- 7.8 SVDPWA SCS License to Occupy – Boarding House Rules

## 8 Related documents and legislation

Related documents and legislation at the time of approval are:

- 8.1 Licensing and Accreditation Regulatory Unit. *Department of Health, Government of Western Australia.*
- 8.2 National Standards for Mental Health Services. *Australian Government.*
- 8.3 SCS-PP-4011 Accommodation Policy
- 8.4 SCS-PP-4004 Compliments, Complaints and Appeals Policy

## 9 Approval and amendment history

Version	Approval authority	Date	Amendment summary
1.0	EM, SCS	31/10/2019	Initial version
1.1	EM, SCS	01/12/2021	Conversion to the new template
2.0	BD, Manager	28/07/2022	Renamed and content review
3.0	M, MHS	22/10/2024	Content Review

## 10 Definitions

Term	Definition
RSW	Recovery Support Worker
MHS	Mental Health Services
License to Occupy	A Licence to Occupy is an agreement between a property owner (Licensor) and an occupier (Licensee). Under a Licence the Licensor provides the Licensee with the non-exclusive possession of a property for a period of time.