

101 Rent Subsidy Non-disclosure and Fraud Policy

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

This policy outlines Link Wentworth's approach to rent subsidy non-disclosure and fraud.

3. Scope

This policy applies to all Link Wentworth Social Housing Tenancies only and not any other programs.

4. Policy

Link Wentworth has the authority to grant a rent subsidy to eligible tenants under the provisions of the Housing Act 2001.

You are responsible for showing us you are entitled to receive a rent subsidy. You are also responsible for providing us with information about changes to your household circumstances so we can assess your ongoing entitlement.

Rent subsidy non-disclosure occurs if you do not advise us of a change to your household circumstances but it was not deliberate.

Rent subsidy fraud occurs where you are aware of your obligation to advise us of change to your household circumstances but decide not to advise us of the change. This can occur by deliberately not telling us or by giving us false, incomplete or misleading information.

If we receive information that you may be receiving a rent subsidy to which you are not entitled, we assess the situation to decide if:

- further action is required
- we believe rent subsidy non-disclosure has occurred
- we believe rent subsidy fraud has occurred.

If we decide you have received a rent subsidy to which you are not entitled, we may take a range of actions, depending on the circumstances. These actions include cancelling or adjusting your rent subsidy through to termination of your tenancy and/or criminal prosecution.

You may be receiving a rent subsidy to which you are not entitled to if you have not told Link Wentworth about:

- all household members or a change to the people in your household
- all income received by household members (including you)
- a change to the income of any household member (including you)
- all financial interests of household members (including yours) including, for example, shares, savings or an inheritance
- all property ownership interests of household members (including yours).

We consider a range of evidence when deciding:

- whether an alleged failure to disclose information about your household circumstances is an unsubstantiated allegation, rent subsidy non-disclosure or possible rent subsidy fraud
- if any mitigating or extenuating circumstance apply, including domestic and family violence.

5. Legislative and other applicable framework

- Community Housing Rent Policy
- *Residential Tenancies Act 2010*
- Part 7 of the *Housing Act 2001* (NSW) or by referral to police for prosecution under the *Crimes Act 1900* (NSW)
- *Crimes Act 1900* (NSW)

6. Complaints and appeals

A tenant who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website www.linkwentworth.org.au or by phoning Link Wentworth on 13 14 21.

7. Privacy and confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.

Approval, policy owner and review frequency

Policy type:	Management Level
Executive Leadership Team owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	ELT-Member
Review Frequency:	Every two years or more frequently if circumstances warrant.

Approved by – **Chief Customer Officer**