



Thrive Program Participant Policy

Last updated: 10 October 2019

Policy Intent

To outline how the Department of Communities (Communities) identifies and engages with clients participating in the Thrive Program (Thrive).

Policy Statements

Eligibility criteria

1. To be considered for Thrive a client is required to be a current:
 - a. Aboriginal housing tenant, co-tenant or householder as per the Aboriginal Housing Policy Manual; or
 - b. Public housing tenant, co-tenant or householder as per the Rental Policy Manual.
2. Communities is responsible for determining whether a client is suitable for referral to Thrive. In determining client suitability Communities will:
 - a. Assess the client's current circumstances to identify whether a support need exists; and
 - b. Confirm that the client's support need can be appropriately addressed through their participation in Thrive.
3. Suitable clients, 16 years of age and over, must provide consent to refer and exchange their information with a Thrive Service Provider. Communities will only refer a client to a Thrive Service Provider if they have provided this consent.
4. Communities will provide alternative support provision to clients:
 - a. Whose support needs cannot be addressed through their participation in Thrive; or
 - b. Who decline to participate in Thrive; or
 - c. Whose Thrive Service Provider rejects their referral due to a confirmed risk to safety which cannot be appropriately managed.

Client participation in Thrive

5. Aboriginal housing and public housing household members are only eligible to participate in Thrive where their associated tenant or co-tenant are also participating.
6. All Thrive participants are required to:
 - a. Provide consent to refer and exchange their information with a Thrive Service Provider;
 - b. Sign a Thrive participant agreement;
 - c. Work collaboratively with Communities and the Thrive Service Provider; and
 - d. Engage with any external support services they are referred to by the Thrive Service Provider.

7. Communities will monitor each client's engagement in Thrive to ensure that:
 - a. Appropriate and adequate support is being provided; and
 - b. The client is actively participating.

Thrive waitlist management

8. Communities will place a client on the Thrive Waitlist where:
 - a. There are no remaining Units of Service in the contract zone they reside in;
or
 - b. The Service Provider has no operational capacity to assist the client in a reasonable timeframe.
9. Clients will be listed on the Thrive Waitlist in order of their nomination date and urgency of need, as determined by Communities.
10. Communities will manage and monitor the Thrive Waitlist to ensure that clients have an ongoing need for Thrive. Where it is determined that a client no longer requires Thrive they will be removed from the Thrive Waitlist.

Client exit from Thrive

11. A client will be exited from Thrive following the conclusion of their expected support provision period.
12. A client may be exited from Thrive prior to the conclusion of their expected support provision period where:
 - a. The client's support needs have been adequately addressed;
 - b. It is identified that the client's circumstances impact on their ongoing ability to participate;
 - c. The client has disengaged;
 - d. The client informs Communities or the Thrive Service Provider that they no longer wish to participate; or
 - e. There is a confirmed risk to staff safety which cannot be adequately managed.
 - f. The client transfers to another Aboriginal housing or public housing property located in a different Thrive contract zone.
 - g. The client transitions out of Aboriginal housing or public housing.
13. Prior to exiting a client from Thrive, their requirement to participate in the program may be temporarily placed on hold to allow Communities and the Thrive Service Provider appropriate time to determine whether the client's circumstances are temporary in nature.

Decision review

14. Communities will inform clients in writing where they are exited from Thrive prior to the conclusion of their expected support provision period.
15. Where a client disagrees with Communities' decision to exit them from Thrive they can request that this decision is reviewed.

Related Housing Authority Policy

- Rental Policy Manual
- Priority Housing Need Policy
- Aboriginal Housing Policy Manual

Related Legislation

- *Residential Tenancies Act 1987*
- *Residential Tenancy Regulations 1989*
- *Privacy Act 1988*