

## Organisational Guideline

### Temporary Home Fees (Local Law)

Corporate Plan reference	An Outstanding Organisation	
Endorsed by Chief Executive Officer	<Insert signature>	<Insert date>
Manager responsible for policy	Branch Manager, Customer Response, Customer and Planning Services	

### Introduction

To complement the introduction of the 'Temporary Home – Guideline for applicants' Council have resolved to include a reduced fee (\$0) in circumstances where it is considered the requirement to pay the cost-recovery fee would make this form of housing inaccessible for an applicant.

This organisational guideline must be complied with and read in conjunction with the requirements of the Local Law, other relevant legislation, and guidelines.

### Fee purpose

The purpose of the reduced fee for certain applications in relation to a temporary home is to enable Customer Response to accept and manage such applications in cases where it is considered that the applicant is not able to afford the applicable cost recovery fee due to extenuating circumstances. This may include examples such as, but not limited to, the following:

- a death in the family resulting in a loss of income or housing
- chronic illness in the household resulting in a loss of income or need for in-home support where the residence cannot accommodate additional people
- family or domestic violence
- prolonged unemployment
- significant reduction in income for a protracted period or
- being displaced by a natural disaster.

The reduced fee would not normally be accessible by someone using a temporary home for:

- residential caretaking where the property owner is living on site during the construction of the permanent residence
- site caretaking to reduce the risk of theft, vandalism or damage to buildings and facilities on the premises or
- an applicant creating temporary additional income by letting a temporary home on their property.

## Approval process

As Council is providing a service for a reduced fee where there is a quantifiable cost to Council, the reduced fee must be approved by one of the following staff before the process of assessing the application can commence:

- Manager Customer Response
- Coordinator Response Services
- Coordinator Healthy Places.

## Additional considerations

When a reduced fee for an application in relation to a temporary home is accepted, the applicant should be informed:

- the payment of the reduced fee does not guarantee the approval of the application
- the acceptance of the reduced fee in this instance does not necessarily warrant the acceptance of a reduced fee in relation to a future application in relation to a temporary home in future assessments or actions.

Version control:

Version	Reason/ Trigger	Change (Y/N)	Endorsed/ Reviewed by	Date
1.0	Create new			

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