



Thrive Program Participant Policy

Last updated: October 2026

For the purposes of this policy, the Housing Authority (operating within the Department of Housing and Works) is referred to as “Housing”.

Purpose

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

Scope

This policy applies to all activities undertaken by Housing in assessing, referring, supporting, monitoring, and exiting clients in the Thrive Program. It applies to eligible Aboriginal housing and public housing clients, Housing staff, and contracted Thrive Service Providers.

Definitions

Term	Definition
Aboriginal Housing	Housing provided under the Aboriginal Housing Program, as defined in the Aboriginal Housing Policy Manual.
Client	A current Aboriginal housing or public housing tenant, co-tenant or householder who is being considered for, participating in, or exiting from the Thrive Program.
Housing	For the purposes of this policy, ‘Housing’ refers to the Housing Authority, operating within the Department of Housing and Works.
Household Member	Any person residing in an Aboriginal housing or public housing property who is not a tenant or co-tenant.
Public Housing	Rental housing provided under the Department of Housing and Works to eligible low-income individuals and families in accordance with the Rental Policy Manual.

Service Provider	An external organisation contracted by Housing to deliver support services under the Thrive Program.
Support Need	A need identified by Housing that may be addressed through participation in the Thrive Program or through alternative support services.
Thrive Program (Thrive)	A support program delivered by contracted Service Providers to assist eligible clients to maintain stable housing and improve personal and household outcomes.
Thrive Participant Agreement	The agreement signed by clients who participate in Thrive, outlining their responsibilities and the support to be provided.
Thrive Waitlist	A list managed by Housing for clients who have been assessed as suitable for Thrive but cannot be immediately referred due to limited Units of Service or Service Provider capacity.
Units of Service	The number of funded support places available within each Thrive contract zone.

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. Housing is responsible for determining whether a client is suitable for referral to Thrive. In determining client suitability Housing 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. Housing will only refer a client to a Thrive Service Provider if they have provided this consent.
4. Housing will consider alternative support 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. Household members residing in Aboriginal housing or public housing properties are only eligible to participate in Thrive where the associated tenant or co-tenant is 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 Housing and the Thrive Service Provider, and
 - d. Engage with any external support services they are referred to by the Thrive Service Provider.
- 7. Housing 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. Housing 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. Housing will prioritise clients on the Thrive Waitlist based on urgency of need, taking into consideration the date of referral and individual circumstances.
- 10. Housing 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 at 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. The client's circumstances change such that participation is no longer appropriate or feasible.
 - c. The client has disengaged.

- d. The client informs Housing or the Thrive Service Provider that they no longer wish to participate.
 - 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. Before exiting a client from Thrive, Housing may temporarily place their participation on hold to allow Housing and the Thrive Service Provider time to determine whether the client's circumstances are temporary in nature.

Decision review

14. Housing will notify 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 Housing's decision to exit them from Thrive, they can access the Housing Appeals Mechanism. Reviews will be undertaken by an officer independent of the original decision-maker.

Related legislation

- *Residential Tenancies Act 1987*
- Residential Tenancy Regulations 1989
- *Privacy Act 1988*
- *Privacy and Responsible Information Sharing Act 2024 (WA)*

Related policies

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

Document control

Publication date	Oct 2026
Review date	Oct 2028
Owner	Executive Director - Housing Services
Custodian	Director - Housing Practice and Support

Amendments

Version	Date	Author	Description
2	Oct 2026	Principal Project Officer	Review and update of policy in line with new department name and changes to program processes.
1	2 Oct 2019	Project Manager	New Policy creation