



Transitional Housing



What is transitional housing?

Transitional housing is a form of social housing assistance for people in very high or high need. Transitional housing can help you stabilise your circumstances so you can move to more appropriate and longer-term housing. This might be long-term social housing or a private housing option.

What will happen during my transitional housing tenancy?

At the start of your tenancy, we will work with you to develop a tenancy plan. The tenancy plan is a document that helps you and your Housing Officer to identify:

- the barriers you are facing to accessing and sustaining long-term housing
- the support services you are receiving, or if you are not receiving any, whether there is an opportunity for you to receive some support
- the best long-term housing option for you and how you can work towards that goal, and
- any tenancy-related issues that you may need to work through.

The tenancy plan is reviewed and updated throughout your tenancy and we will work with you to achieve the best possible housing outcome.

During your tenancy, you will need to maintain your application for housing assistance with the Department of Housing and Public Works. This allows you to be considered for longer-term social housing and other types of social housing assistance. It is also an eligibility requirement.

How long can I stay in transitional housing?

Transitional housing is not long-term housing. You will be assisted to move on from transitional housing when you are able to sustain a form of long-term housing that is more appropriate to your needs. This is a goal we will work towards with you using the tenancy plan.

If you are offered other longer-term social housing while you are in transitional housing and you refuse it without an acceptable reason, your application for housing assistance will be reassessed by the department as low need and you will be no longer eligible to stay in transitional housing.

If you are no longer eligible for transitional housing assistance, we will help you to find alternative housing. We may issue you with a notice to leave, ending your tenancy in the transitional housing property, generally with a minimum two months notice.

Can I appeal these decisions?

If you are unhappy with a decision we make in relation to your application or tenancy, you should raise any concerns about the decision with us as soon as possible. We do make decisions based on set policy guidelines that aim to be fair to everyone. These policies are developed in accordance with legislation and agreed standards of service for community housing providers.

You may not always agree with a decision made and you have the right to appeal. Information on our feedback and appeals process is available on our website or from any of our offices.