



Allocations Policy

Purpose

To outline how we (The Department of Housing and Works) allocate accommodation to applicants for public housing assistance.

Scope

This policy relates to you if you have been approved for public housing assistance.

Definitions

Reasonable decline	<p>Accommodation that is offered:</p> <ul style="list-style-type: none"> • is not in the metropolitan zone or country town of the person's choice. • does not have the minimum number of bedrooms appropriate to the household size and composition. • does not meet the person's demonstrated housing need. • is unsuitable due to cultural reasons. • poses a risk to the safety of the household. • family and domestic violence.
Extenuating circumstances	<p>You:</p> <ul style="list-style-type: none"> • are unable to break a private lease. • have suffered a recent bereavement. • have experienced a traumatic incident. • have experienced a serious illness or injury. • are awaiting finalisation of a visa application. • are incarcerated. • are having your circumstances reviewed to help obtain a greater understanding of your housing need/s.
Senior Delegated Officer	A Regional Manager or above.

Policy statement/s

1. General Eligibility

When we make an offer of accommodation, you must be eligible for public housing in accordance with our Eligibility policies.

2. Offer of Accommodation

When we make an offer of accommodation, we will consider your housing need, based on the information you have provided.

You will be offered accommodation that is in your selected metropolitan zone or country town and has the number of bedrooms appropriate to your household size and composition.

You may be offered accommodation outside your preferred metropolitan zone or country town to reduce your wait time.

Under this policy a senior delegated officer can make allocations based on individual circumstances when considered appropriate.

3. Declining an Offer of Accommodation

You may decline an offer of accommodation and retain your position on the waitlist, provided your reasons meet the definition of a reasonable decline.

We may require you to provide new information to support your reason for declining an offer of accommodation.

Your application will be withdrawn from the waitlist if the reasons for declining an offer of accommodation do not meet the definition of a reasonable decline.

4. Deferment of Accommodation

If you cannot accept an offer of accommodation, you may request a one off deferment of up to 12 months, provided your reasons meet the definition of extenuating circumstances. This will not affect your position on the waitlist.

We cannot specify how long it will take for a new offer of accommodation after a deferment period ends.

Clients who remain unable to accept an offer of accommodation after the end of a deferment period may have their application removed from the waitlist.

Related legislation

- *Housing Act 1980*
- *Residential Tenancies Act 1987*

- *Residential Tenancies Regulations 1989*

Related policies

- Priority Housing Need Policy.
- Application Management Policy.
- People with Complex Housing History Policy.
- Eligibility Policies (Rental Policy Manual)
- Cultural Diversity and Language Services Policy.
- Discretionary Decision Making Policy.

Document control

Publication date	July 2025
Review date	July 2028
Owner	Executive Director – Housing Services
Custodian	Director – Housing Practice and Support

1 Amendments

Version	Date	Author	Description
1	January 2022	[position title – not name]	New policy separated from Rental Policy Manual. Refined policy statements and removed procedural guidelines as per Rental Policy Manual
2	June 2022	[position title – not name]	Insertion of text, relating to household size and composition
3	January 2025	Senior Operational Improvement Officer	Deleted Housing Needs policy statement and moved content to Offer of Accommodation policy statement

Version	Date	Author	Description
			<p>Added 'is to reduce wait times' as a reason for offers of accommodation that are not in the applicants preferred metropolitan zone or country town.</p> <p>Deleted 'at the discretion of the Department of Communities (Housing)'</p> <p>Inserted information on 'ahead of wait-turn' allocations.</p> <p>Inserted information related to section 22 of the Children and Community Services Act 2004,</p> <p>Replaced Refusing an Offer of Accommodation policy statement, with Declining an offer of Accommodation.</p> <p>Replaced 'must provide evidence' with 'may require you to provide new information.'</p> <p>Added clarification that a deferment will not affect the client's position on the waitlist</p>
4	July 2025	Senior Operational Improvement Officer	Replaced references to the Department of Communities with, the Department of Housing and Works