

## What is transitional housing?

Transitional housing is community-managed social housing for people in very high and high need who will transition to private or social housing for the long-term.

Transitional housing providers undertake tenancy planning and review to:

- identify and resolve issues with sustaining a tenancy, such as paying rent on time
- assist tenants to stabilise their situation
- provide information and assistance to build tenancy management skills
- link the tenant with any support services that may be required
- work towards appropriate exit options
- whenever possible, access the private market.

Transitional housing tenants can be considered for vacancies in long-term social housing from the housing register.

## Who is transitional housing suitable for?

The [Practice Guide](#) outlines that transitional housing is suitable for eligible applicants in the **very high and high needs segments** of the housing register who are:

### 1. Transitioning from crisis or supported accommodation:

As a stepping stone from crisis accommodation, hospital, an institution, or another form of supported accommodation, transitional housing can prepare a tenant for managing longer-term housing in social housing or the private market.

### 2. Homeless applicants:

Applicants with some capacity to sustain a tenancy, or with support to help them sustain a tenancy, may be referred to transitional housing when crisis accommodation is not available or not appropriate.

### 3. Applicants with a short duration of need

Transitional housing is suitable for people who, after assistance of a short duration, are likely to improve their circumstances and re-establish independent housing in the private market.

### 4. Applicants requiring a specific solution

Transitional housing may be suitable for people who require a particular type of property that is not readily available in the long-term social housing portfolio, or when a support arrangement is in place to assist them to sustain housing. This group includes clients referred from Child Safety Services and Disability Services.

### 5. Transfers

Transitional housing may be suitable for people at risk of tenancy failure in social housing. Tenants may re-enter long-term social housing after the transitional tenancy, where appropriate.

## How to identify applicants matching transitional housing

The Housing Needs Assessment identifies applicants' relative priority for social housing assistance based on:

1. Appropriateness – what is wrong with the applicant's current housing?
2. Accessibility – does the applicant have issues with getting into the private market?
3. Sustainability – does the applicant have issues with sustaining a tenancy?

Applicants are likely to be in very high or high need of housing assistance if they have a major issue with the appropriateness of their current housing and/or multiple issues with accessing and sustaining a tenancy. The following circumstances may indicate a match to transitional housing:

### Transitioning from crisis or supported accommodation, hospital or an institution:

- living in crisis or supported accommodation
- living in a medical institution or facility or hospital and have no other housing to go to, or
- living in a correctional facility and have no housing to go to.

### Experiencing homelessness (when crisis accommodation is not available):

- living on the street, sleeping in a park, living or squatting in a derelict, makeshift or illegal building, in a car or other vehicle
- boarding house, hostel or caravan park has closed or is about to close
- facing immediate eviction in the private market
- needs to leave current housing due to domestic violence or risk of violence from another household member, neighbour or community member
- irreversible family breakdown
- person convicted of an offence assessed as homeless or at risk of homelessness on release from a correctional facility, or
- victim of natural disaster or a major crime.

### The applicant has a short duration of need:

- no previous rental history or referees
- poor tenancy history in social housing or the private market or listing on a tenancy database – Tenancy Information Centre Australasia (TICA)
- multiple tenancies in the past 3 years for rent arrears, or failure to maintain the property, or objectionable behaviour due to a medical condition or disability
- parole conditions apply
- access to medical services are required for a short period of time, or
- need to move to take up a firm offer of permanent employment.

### The applicant requires a specific type of property to meet the needs of:

- disability or medical condition, or
- bedroom requirements for large households.

### The applicant is being assisted by government and/or community agencies, including (but not limited to):

- referral from Child Safety Services where the safety of a child is at risk
- prisoner exiting a Department of Community Safety facility
- referral from Disability Services confirming a support package to establish a new household.

**Note:** Housing with shared support applicants should not be placed on referral lists due to the particular requirements of the program. Providers should consider nominating suitably-matched applicants who are being assisted by government and/or community agencies.

## Actions to take when matching

### Housing Services office

#### During the Housing Needs Assessment:

1. Consider any capital funding issues (e.g. Housing and Support Program (HASP) and A Place To Call Home (APTCH) are long-term housing only) that preclude transitional housing.
2. Assess the applicant's match to transitional housing.
3. Explain transitional housing to the applicant, including the tenancy planning and review process.
4. Explain to the applicant that they maximise their chances of receiving housing assistance if they choose to be considered for all types of social housing, including transitional housing.
5. Explain to the applicant that exit points from transitional housing include private rental and that the applicant retains a live application on the housing register for consideration for other assistance including: long-term social housing, National Rental Affordability Scheme (NRAS) or help in accessing private housing.
6. Ask the applicant whether they wish to be considered for transitional housing vacancies.
7. If the applicant chooses to be considered for transitional housing, matches transitional housing and is in the very high or high needs segments, apply the 'suitable for transitional housing' flag to the application. Check support arrangements where appropriate.

### Provider

#### Making a nomination:

1. Explain transitional housing to the applicant, including the tenancy planning and review process and points 4 and 5 above.
2. Explain the nomination process to the applicant and to their support service(s).
3. Negotiate the continuing support arrangement with the support service(s).
4. Ask the applicant whether they consent to being nominated for the vacancy in transitional housing.
5. If the applicant consents to the nomination for transitional housing, proceed with the nomination process using [SPPR01 – Allocations procedures](#).
6. Inform the Housing Services office of the reasons for the applicant's match to transitional housing on the Nomination Form.

#### Considering a referral from the housing register:

1. Consider the client's match to the property and community using information provided on the referral report, including information from the Housing Needs Assessment.
2. Discuss the match with any relevant support agencies.
3. Contact the Housing Services office if any additional information is required to assist with the matching process.