

## What is a priority transfer?

If you are a current Department of Communities tenant, you can apply for a transfer when there is a change of circumstances which requires you to move to a different location or to change accommodation type.

We will conduct a property inspection and interview you to assess your eligibility before your transfer application is approved. We will consider any debt you have, your property standards and whether you have been the subject of action for disruptive behaviour.

If you are no longer eligible for assistance, you will not be eligible for a priority transfer. If you have been approved for a priority transfer, your application will be withdrawn if you vacate your current tenancy. In exceptional circumstances we may approve your request to vacate your current tenancy and retain your priority transfer listing date. If you believe this applies to you, contact your Department of Communities officer or visit your local office.

Once you are offered and accept alternative accommodation, you will be responsible for all costs associated with transferring. This includes but is not limited to:

- paying rent on your previous property until you formally vacate
- all ingoing fees for the new property including two weeks rent in advance
- the cost of reconnecting your utilities services
- removal costs.

The Housing Authority operates within the Department of Communities.



Translating and Interpreting Service (TIS) – Telephone: 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

For more information visit [Communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)

This publication is available in other formats that can be requested at any time.



Government of **Western Australia**  
Department of **Communities**

### Department of Communities offices\*

**Head office**  
5 Newman Court  
Fremantle 6160  
Tel: 1800 176 888

#### Metropolitan offices

**Armadale**  
151 Jull Street  
Armadale 6112  
Tel: (08) 6215 1212

**Cannington**  
17 Manning Road  
Cannington 6107  
Tel: (08) 6414 3111

**Fremantle**  
42 Queen Street  
Fremantle 6160  
Tel: (08) 6414 3222

**Joondalup**  
Unit 4, 7 Wise Street  
Joondalup 6027  
Tel: (08) 6215 1414

**Kwinana**  
2 Stidworthy Way  
Kwinana 6167  
Tel: (08) 6277 3877

**Mandurah**  
Unit 1, 17 Sholl Street  
Mandurah 6210  
Tel: (08) 6277 3883

**Midland**  
21 Old Great  
Northern Highway  
Midland 6056  
Tel: (08) 6277 4343

**Mirrabooka**  
5 Milldale Way  
Mirrabooka 6061  
Tel: (08) 6414 3000

**Perth City**  
605 Wellington Street  
Perth 6000  
Tel: (08) 6215 1500

**Victoria Park**  
269 Albany Highway  
Victoria Park 6100  
Tel: (08) 6414 2115

**Great Southern Albany**  
131 Aberdeen Street  
Albany 6330  
Tel: (08) 6277 4177

**Katanning**  
6 Daping Street  
Katanning 6317  
Tel: (08) 6277 4188

**South West Bunbury**  
22 Forrest Avenue  
Bunbury 6230  
Tel: (08) 6414 3204

**Busselton**  
88 Kent Street  
Busselton 6280  
Tel: (08) 6277 3666

**Manjimup**  
Unit 10,  
30-32 Rose Street  
Manjimup 6258  
Tel: (08) 6277 5008

**Goldfields Esperance**  
86B Windich Street  
Esperance 6450  
Tel: (08) 6277 3844

**Kalgoorlie**  
Unit 1-2,  
84-96 Brookman Street  
Kalgoorlie 6430  
Tel: (08) 6277 5233

**Mid West Carnarvon**  
6 Robinson Street  
Carnarvon 6701  
Tel: (08) 6414 3312

**Geraldton**  
201 Marine Terrace  
Geraldton 6530  
Tel: (08) 6414 3320

**Meekatharra**  
31 Main Street  
Meekatharra 6642  
Tel: (08) 6277 3988

**Pilbara Karratha**  
The Quarter HQ  
Level 2,  
20 Sharpe Avenue  
Karratha 6714  
Tel: (08) 6414 3333

**South Hedland**  
Cnr Brand and  
Tonkin Streets  
South Hedland 6722  
Tel: (08) 6277 5044

**West Kimberley Broome**  
30 Frederick Street  
Broome 6725  
Tel: (08) 6277 3833

**Derby**  
West Kimberley House  
16-22 Loch Street  
Derby 6728  
Tel: (08) 6277 3880

**East Kimberley Halls Creek**  
14A Terone Street  
Halls Creek 6770  
Tel: (08) 6277 3811

**Kununurra**  
16 Coolibah Drive  
Kununurra 6743  
Tel: (08) 6215 1501

**Wheatbelt Merredin**  
27 Mitchell Street  
Merredin 6415  
Tel: (08) 6414 2981

**Narrogin**  
11-13 Park Street  
Narrogin 6312  
Tel: (08) 6414 2979

**Northam**  
5 Elizabeth Place  
Northam 6401  
Tel: (08) 6414 3230

\* For housing related matters

[communities.wa.gov.au](https://communities.wa.gov.au)

# Priority housing assistance



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## What is priority housing assistance?

If you have a current application with the Department of Communities and are able to demonstrate alternative housing options have been exhausted, with no other viable option other than public housing, you may be able to apply for priority housing assistance.

There are a variety of reasons a client may require priority housing assistance. These may include:

- family violence
- to reunite a child with family
- homelessness
- a severe and ongoing medical condition caused or aggravated by your current housing situation.

## What is the time frame for priority housing assistance?

You will be offered accommodation as soon as possible after your application is approved, depending on your housing needs and the availability of suitable accommodation.

The waiting time for priority housing assistance will vary in different zones and towns.

## Offers of Accommodation for Priority Housing Assistance

If you have been approved for priority housing assistance, consideration relating to an offer of accommodation will be made to your demonstrated housing need.

### What is a suitable offer of accommodation?

A suitable offer of accommodation is:

- In your selected metropolitan zone or country town
- Has the number of bedrooms appropriate to the size of your household, and
- Meets the households demonstrated need.

### What if I refuse an offer of accommodation?

If you refuse an offer of accommodation you will need to provide supporting evidence specifying why the accommodation is unsuitable.

The Department of Communities will then assess your decision and determine if it is a reasonable refusal.

A reasonable refusal for an offer of accommodation is when the offer:

- Is not in your selected metropolitan zone or country town
- Does not have the number of bedrooms appropriate to the size of your household, or
- Does not meet the households demonstrated need.
- If your refusal of accommodation is considered unreasonable you may lose your priority status and your application may be withdrawn from the waiting list.

## What are the general conditions for priority housing assistance?

- When requesting priority housing assistance you must provide supporting evidence that demonstrates your priority housing need. For example:
  - support letters from doctors or qualified health care workers (mental health worker, physiotherapist) detailing the medical condition or disability and the reason why your present accommodation is unsuitable or is likely to worsen the medical condition
  - support letters from community or government agencies
  - police report or legal documents such as violence restraining orders.
- You may be asked to attend an interview so that we can assess your application.
- If approved, your priority listing date will be the date on which your priority status was approved.
- If approved, your application will be reviewed regularly or any time you wish to change zones to assess whether you remain eligible for priority assistance.

