



Allocations Policy

Purpose

To outline how the Department of Communities (Housing) allocates accommodation to clients.

Scope

This policy relates to clients deemed eligible for housing by the Department of Communities (Housing) in Western Australia.

Policy statements

1. General Eligibility

A client being made an offer of accommodation must be eligible for public housing in accordance with the Department of Communities (Housing) Eligibility Policies.

2. Housing Needs

The Department of Communities (Housing) will consider a client's housing need when making an offer of accommodation based on the information provided by the client.

3. Offer of Accommodation

Clients will be offered accommodation in their selected metropolitan zone or country town, with the number of bedrooms appropriate to the household size and composition.

Clients may be offered accommodation that exceeds their bedroom entitlement or that is not in their preferred metropolitan zone or country town subject to:

- a. The availability and location of the accommodation; or
- b. At the discretion of the Department of Communities (Housing).

4. Refusal of Accommodation

A client may refuse an offer of accommodation and remain on the waitlist if it is considered a reasonable refusal. A reasonable refusal is when an offer:

- a. Is not in the metropolitan zone or country town of the client's choice; or
- b. Does not meet the client's demonstrated housing need.

Clients must provide evidence to support their reason for refusing an offer of accommodation.

Clients who do not have a reasonable refusal for an offer of accommodation may have their application removed from the waiting list.

5. Deferment of Accommodation

Clients who are unable to accept an offer of accommodation due to extenuating circumstances may request a one-off deferment of up to 6 months.

The Department of Communities (Housing) cannot guarantee a future offer of accommodation at a specific time after the end of a deferment period.

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

Related legislation

- *Housing Act 1980*
- *Residential Tenancies Act 1987*
- *Residential Tenancies Regulations 1989*

Related policies

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

Document control

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Owner	Community Services – Service Design & Operational Improvement

Version history

Version	Effective	Amended section	Description	Reference number
2	June 2022	Section 3	Insertion of missing text, household size and composition	A46909538
1	January 2022	N/A	New policy separated from Rental Policy Manual. Refined policy statements and removed procedural guidelines as per Rental Policy Manual.	