

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 If you have been approved for a priority transfer, your application will be withdrawn if you vacate your current tenancy.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.



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Albany 6330
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Carnarvon 6701
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Geraldton 6530
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14 Main Street
Meekatharra 6642
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Karratha 6714
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South Hedland
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South Hedland 6722
Tel: (08) 9160 2800

West Kimberley

Broome
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Broome 6725
Tel: (08) 9158 3600

Derby
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Derby 6728
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Halls Creek 6770
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Merredin 6415
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* For housing related matters

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.

