

<b>Policy name</b>	Allocation of Housing
<b>Policy date</b>	February 2026
<b>Authorisation</b>	Executive Housing & Property
<b>Policy owner</b>	Executive General Manager, Housing Operations
<b>Policy type</b>	Mission Australia Housing Operational Policy
<b>Policy setting</b>	

## 1 Purpose

### 1.1 Overview

1.1.1 This policy sets out the principles to be followed in allocating Mission Australia Housing (MAH) properties to eligible applicants. Our aim is to ensure a tenant-focused allocation process that:

- Is fair and transparent;
- Takes the needs of prospective tenants into account; and
- Meets the specific legal and contractual obligations placed upon MAH by governments, funders and other providers of housing or housing-related products.

### 1.2 Coverage

1.2.1 This policy covers all aspects of the allocation process from application, to offer, to acceptance, including:

- Confirmation of eligibility;
- Matching the needs of applicants to available housing;
- Appropriate treatment of applicants with special needs or property requirements;
- Offers of housing;
- Appealing decisions related to allocations; and
- Confidentiality.

1.2.2 This policy applies to all forms of housing provided by MAH including social, affordable, and transitional housing.

- 1.2.3 This document is a national policy and covers Mission Australia Housing (MAH), and its entities. All references to Mission Australia Housing, MAH and Housing means MAH and its entities unless specifically stated otherwise.
- 1.2.4 This policy applies to all forms of housing provided by MAH including social, affordable, and transitional housing.
- 1.2.5 Allocation rules and procedures vary between housing categories, jurisdictions, and programs. For that reason, this policy provides guidance on differing rules that affect the allocation process.
- 1.2.6 This policy applies to housing provided by MAH in the jurisdictions of New South Wales (NSW), Tasmania (TAS), Victoria (VIC), Queensland (QLD), Western Australia (WA) and the Northern Territory (NT). Where jurisdiction-based variations exist in policies and procedures, these will be identified in the document.

### 1.3 Information on procedures and other related policies

- 1.3.1 This policy focuses on why certain things need to be done. It is supported by procedures that provide more detail on what to do, the steps involved in carrying out the allocation process.
- 1.3.2 This policy is one of a number of interlinked policies that support MAH's delivery of housing services. Along with the **Eligibility for Housing Policy** and the **Housing Applications Policy**, it determines how housing will be allocated.

## 2 Scope

### 2.1 Parts of Mission Australia that this policy covers

- 2.1.1 This policy applies to MAH staff responsible for working with MAH clients, tenants, and properties.

### 2.2 Definitions

- 2.2.1 Key terms used in this policy are defined in the following table.

Term	Definition
<b>Affordable housing</b>	Housing for individuals or families on low to moderate incomes who are having difficulty affording housing in the private rental market. It is generally targeted at working households. Rent for affordable housing is usually calculated as a discounted market rent.
<b>Application for housing</b>	A written request completed by an applicant or their guardian which details the reasons why they require housing. This would include specific property or location requirements to meet their housing needs.
<b>Eligibility</b>	Criteria such as income limits that must be met by applicants to obtain housing through a specific program.

Term	Definition
<b>Eligible applicant</b>	One who meets the specific criteria applying to individual housing through a specific program.
<b>Housing Connect</b>	The Tasmanian system providing a single assessment process for all housing and support needs.
<b>Housing Pathways</b>	The way in which applications for social housing assistance are managed in New South Wales. It may also include help to set up a tenancy in the private rental market, or temporary accommodation if someone is homeless.
<b>Joint Waitlist</b>	The Western Australia, Department of Housing & Works, maintains a Joint Wait List (JWL) which serves as the primary source of applicants for social housing.
<b>Local allocation strategy</b>	Allocation requirements for particular local areas specified by funding or program requirements.
<b>Offers of housing</b>	The process by which MAH invites eligible applicants to view and accept a property that has been identified as meeting their requirements.
<b>Reasonable offer of housing</b>	<p>When a property matches:</p> <ul style="list-style-type: none"> <li>• The number of bedrooms the household requires;</li> <li>• The allocation zone requested (the property may be in any suburb within the allocation zone); and</li> <li>• Any other property or location features the client has been assessed as needing. This may include requirements relating to level access or stairs; distance from services or facilities; or locational needs relating to safety (such as escaping family or domestic violence).</li> </ul> <p>If an offer meets the above criteria and is rejected on the grounds of personal preference, this would be treated as a rejection of a reasonable offer of housing</p>
<b>Social housing</b>	Subsidised housing for individuals and families on very low and low incomes. Social housing applicants are generally in receipt of Centrelink benefits.
<b>Transitional housing</b>	Short- to medium-term accommodation (generally three months up to two years) with access to support services. It acts as an interim step to more permanent public, community, affordable or private market housing.

<b>WA Bands</b>	<p>Band A</p> <p>A very low to low Applicant/ Tenant income and asset range which matches the Public Housing income eligibility limits. Applicants/ Tenants falling within this range are targeted for Social Housing.</p> <p>Band B</p> <p>A low to moderate Applicant/ Tenant income and asset range which matches the Affordable Rental Housing income eligibility limits. Applicants/ Tenants falling within this range are targeted for Affordable Rental Housing or Transitional Housing</p>
<b>WA Target Categories</b>	<p>The Targeted Affordable Rental Housing (TARH) Policy and Guidelines for WA sets out the Target Categories for Affordable Housing.</p>

### 3 Policy

#### 3.1 Guiding principles

3.1.1 The MAH allocation process is tenant and community-focused:

- MAH aims to promote stable and sustainable neighbourhoods and reduce incidents of anti-social behaviour through proactive allocation decisions.
- MAH facilitates successful tenancies by ensuring that the allocation of housing strikes a balance between the needs of the organisation, the tenant and the community, in order to minimise future tenancy problems and maximise tenant satisfaction.
- MAH ensures that an allocated property meets the identified needs of a tenant and their household.
- MAH seeks to maximise the utilisation of scarce housing resources through its allocation's decisions.
- MAH seeks to support applicants to remain connected to or build connections with support services, local opportunities and their community.
- MAH aims to encourage equity through the housing allocation process.
- Where required, applicants are assisted to maintain their independence and improve their quality of life through the MAH allocation process.

3.1.2 The MAH allocation process is fair and transparent:

- MAH follows consistent processes where offers of housing are made to eligible

applicants.

- MAH upholds accountability and transparency through its record keeping practices.
- To avoid actual or perceived conflicts of interest between the applicants' employment and their tenancy, MAH will not allocate properties to MAH staff.
- Applicants and tenants are given the opportunity to appeal organisational decisions in order to ensure fair and transparent outcomes.

3.1.3 The MAH allocation process complies with the relevant laws and procedures within each operating state.

### 3.2 Allocation decisions

3.2.1 The purpose of the allocation process is to best match tenants to available properties. Decisions are based on:

- Information about the applicant's needs and preferences collected on the application form, at interview and in discussion with the applicant and/or their advocate or support worker (where required permission has been given);
- Information about the property and neighbourhood;
- The application of standard MAH allocation criteria to determine whether the potential tenant and property are a good fit; and
- Any local allocation strategy that may be in place.

### 3.3 Confirmation of eligibility and household type

3.3.1 Housing allocations will generally be made from state-based housing waiting lists based on previous applications. Waiting lists may also be maintained for specific supported, transitional and affordable housing programs.

3.3.2 Where a waiting list exists, the information in the original applications will need to be checked to reconfirm interest, current eligibility, and housing needs. Where eligibility and/or needs have changed, staff should, as appropriate:

- Advise the respective housing authorities in Western Australia, Queensland, Tasmania and Northern Territory who are responsible for approving applications for state-based social housing programs, and for maintaining a waiting list that MAH draws from in making offers.
- Update HOMES for social housing applicants in New South Wales.
- Amend the relevant records for internal waiting lists.

### 3.4 Social housing allocations

3.4.1 Where possible, MAH will allocate approved applicants a property in their preferred location, as identified in their application for housing.

3.4.2 Given the limited supply of social housing, MAH adheres to the following minimum standards in the number of bedrooms allocated to applicants, depending on family/household size and the age of family/household members:

- Single people will be allocated a studio unit, bed-sit, or one-bedroom property.
  - Couples (without children) will be allocated a one-bedroom property.
  - Single people and couples with one or two children will be allocated a two- or three-bedroom property.
  - Single people and couples with three or four children will be allocated a three- or four-bedroom property.
  - Single people and couples with five or more children will be allocated a four- or five-bedroom property.
  - Household members aged 18 years of age or over will be allocated their own bedroom unless they are part of a couple.
  - Children of the same sex may be required to share a bedroom unless there is five or more years' difference between them, or until the eldest is over 10 years of age.
  - Full-time live-in carers (non-spousal) will be allocated their own bedroom where applicable.
- 3.4.3 Where required MAH may need to meet certain planning criteria or policies. We will make sure that we consider any relevant criteria when we are allocating properties that we manage. For example:
- NSW State environmental Planning Policy 2004 (SEPP): Housing for seniors or people with a disability.
- 3.4.4 MAH may make customised allocations for applicants with specific needs, where that need can be established, and housing is available. For example, MAH may make customised allocations for additional bedrooms. Examples might include:
- Requests for two separate bedrooms for couples.
  - Requests for two separate bedrooms for children of the same age.
  - Requests for an extra bedroom in shared custody arrangements.
- 3.4.5 Other property specifications that require supporting evidence might include:
- That the allocated property be a house, not a unit.
  - Ground floor ramp or lift access and parking because a household member has a disability or, in the case of an older applicant, that the property does not have significant stairs.
  - Any other special property features such as a garden; a bath; gas appliances rather than electric; a private laundry area; floorboards rather than carpet; a garage or shed; a parking facility; grab rails as part of disability access; built-in wardrobes or cupboard space in bedrooms and hallways; or painting and renovations.
- 3.4.6 Evidence requirements for customised allocations are set out in **Appendix A**.
- 3.4.7 MAH will generally allocate a vacant property to the applicant with the highest priority who is an appropriate match for the property. In some circumstances MAH may use a sensitive allocations approach or a local allocation strategy. This may mean making an

offer to a household on the general waiting list, rather than the priority list. Instances where sensitive allocations will be used include where:

- The vacant property is located within a neighbourhood or building complex which has specific management issues, such as high levels of anti-social behaviour;
- Applicants have a history that would make certain allocations more or less appropriate for them, such as applicants escaping family or domestic violence; and/or
- There are cultural considerations, particularly for allocations in high-density building complexes.

3.4.8 Where properties are hard to let, MAH may take a more flexible approach to allocations. For example, if a two-bedroom property has been difficult to let, MAH may make an offer to a couple without children who would be a good match for the property even though they would usually be offered a one-bedroom property.

3.4.9 For Allocations to a Registerable Persons, see the Registerable Persons Policy

### 3.5 Affordable housing allocations

3.5.1 Affordable housing will be allocated to low- and moderate-income households and a range of household configurations. Allocation decisions will be based on:

- The associated state or Commonwealth affordable housing program guidelines, together with specific requirements that might be laid down by funders, councils or property owners;
- Achieving a mix of income bands;
- Additional criteria specific to the property or program, such as a demonstrated connection to an area or a requirement to live in a senior's living unit; and
- Priority/preference given too low to moderate income earners where at least one household member is engaged in regular employment.

3.5.2 Bedroom categories for affordable housing properties are the same as for social housing properties.

### 3.6 Transitional and supported housing

3.6.1 MAH receives nominations for clients from support providers for transitional housing. Before allocations can be made for transitional housing, clients must apply and be found eligible for state-based housing.

### 3.7 Offers of housing

3.7.1 Offers of housing in New South Wales (social housing):

- Social housing applicants in New South Wales will receive no more than two reasonable offers of housing based upon the information they have provided in their application. MAH is responsible for determining the reasonableness of an offer of housing that has been made to an applicant.

- Where applicants decline two reasonable offers of housing, they will be removed from the waiting list.

#### 3.7.2 Offers of housing in other States (social housing):

- In accordance with the policies of the housing authorities in Queensland, Tasmania and Northern Territory, MAH is required to inform state housing authorities where applicants decline an offer of housing. These authorities are responsible for determining whether the offer made was reasonable.
- In accordance with the Western Australia Community Housing Allocations Policy, social housing applicants will receive one reasonable offer of housing. MAH is responsible for determining the reasonableness of an offer of housing that has been made to an applicant. If an applicant unreasonably declines an offer of housing, their application may be removed from the Joint Wait List.

#### 3.7.3 Offers of housing (affordable housing):

- MAH will generally be unable to give more than one offer of housing to affordable housing applicants due to the limited availability of housing stock.
- Where an applicant refuses an offer of housing within an affordable housing program, the applicant may be required to reapply for another affordable housing property.

### 3.8 Withdrawal of offers

#### 3.8.1 In all operating states, MAH reserves the right to withdraw an offer of housing made where:

- Applicants are no longer eligible for social/affordable housing;
- The type of property that will be required has changed;
- False information has been supplied;
- An applicant has become incarcerated, hospitalised or is in care;
- An applicant has previously received the maximum number of offers of housing;
- An applicant has not responded to an offer within a reasonable timeframe;
- An offer of housing is unsuitable or unsafe;
- Repeated attempts to contact an applicant have been unsuccessful;
- MAH is required to use a property for an alternative purpose; or
- MAH has concerns for the capacity of an applicant to manage a tenancy, either with or without support.

### 3.9 Applicant Support

#### 3.9.1 Throughout the process, staff should ensure that applicants have access to their advocate or support worker as required.

### 3.10 Appeals

#### 3.10.1 Staff will inform tenants of their right to appeal organisational decisions and to complain

about the services of MAH as per the **Appeals and Complaints Policy**.

### 3.11 Confidentiality

- 3.11.1 Staff will hold in confidence any personal or sensitive information disclosed through the allocations process unless disclosure is required under law or consented to by the person subject of that information, in accordance with the **Mission Australia Enterprise Privacy Policy**.

## 4 Responsibilities

### 4.1 Housing staff including Housing Officers and Client Service Officers are responsible for:

- Making housing allocation decisions in accordance with this policy.
- Keeping records in the tenancy management system in accordance with this policy.
- Recommending improvements to this policy and the associated procedure.

### 4.2 Team Leaders/Regional Managers/Operations Managers are responsible for:

- Ensuring good management of evidence in the tenancy management system.
- Keeping records in the tenancy management system in accordance with this policy.
- Reviewing evidence and making decisions where required.
- Incorporating this policy and associated procedures into staff inductions and training.
- Escalating feedback about this policy to the policy owner and/or policy writer.

### 4.3 The State Manager is responsible for:

- Ensuring MAH complies with this policy and associated procedures.
- Authorising any changes made to this policy and associated procedures.

### Appendix A: Evidence Requirements for Customised Allocations

Situation	Description	Evidence Required (at least one from each category)
Ground floor unit	Applicant requires either a ground floor property or a property with a limited number of internal and external stairs	<ul style="list-style-type: none"> <li>• Medical report</li> <li>• Letter from specialist doctor substantiating the need for limited stairs</li> <li>• Age of applicant</li> <li>• Letter from support provider</li> </ul>
Modified property	Applicant requires a modified property due to one or more household members having a disability	<ul style="list-style-type: none"> <li>• Report from occupational therapist or Aged Care Assessment Team</li> <li>• Medical report</li> </ul>
Backyard or garden	Applicant requires an animal for assistance with daily living such as a guide dog, large space for rehabilitation and exercise equipment, or children with disabilities who require a secure outdoor space	<ul style="list-style-type: none"> <li>• Letters from support provider</li> <li>• Medical report</li> <li>• Confirmation letter from Guide Dogs NSW</li> <li>• Report from occupational therapist</li> </ul>
Separate bedrooms for couples	Applicant requires an extra bedroom due to medical reasons	<ul style="list-style-type: none"> <li>• Medical report from a specialist detailing why the couple requires separate bedrooms</li> </ul> <p><i>Note that snoring and sleep apnea are not considered valid reasons for separate bedrooms.</i></p>
Specific furnishings eg no carpet	Some applicants may require specific furnishings such as floorboards instead of carpet due to allergies or other serious medical conditions	<ul style="list-style-type: none"> <li>• Medical report completed by a specialist</li> </ul>
Extra bedroom	Applicant requires an extra bedroom: <ul style="list-style-type: none"> <li>• To accommodate a carer or family member who stays regularly to care for applicant</li> <li>• For storage space for medical and rehabilitation equipment</li> <li>• To accommodate custody visits of children</li> <li>• Due to cultural obligations</li> </ul>	<ul style="list-style-type: none"> <li>• Letter from support agency detailing care needs</li> <li>• Medical report</li> <li>• Occupational Therapy or Rehabilitation Report</li> <li>• Copy of court-ordered custody arrangements</li> <li>• Details of children or family members who stay</li> <li>• Certification of Aboriginality</li> </ul>