

Transitional housing is funded by the Victorian Government and managed by Tenancy and Property Managers at community housing organisations such as Haven Home Safe (HHS).

It offers a short-term rental option for people who are experiencing homelessness or are at risk of experiencing homelessness. Leases are meant to be short term while you are supported to find long-term, stable housing.

This fact sheet explains who is eligible for transitional housing, how properties are allocated, how we calculate rents, what to expect while living in transitional housing, and what the next step looks like.

Transitional housing eligibility

There are lots of people who need housing. When a property becomes available, it is offered to people who have the highest need. To be eligible you need to:

- be experiencing homelessness or at immediate risk of becoming homeless.
- meet income and asset limits set by the Victorian State Government.
- have an initial assessment at a homelessness entry point to assess your situation. They can connect you with relevant support services and refer eligible people into transitional housing.
- be actively engaged with support services and working towards finding stable, long-term housing.



How do I get into transitional housing?

1

If you are at risk of or experiencing homelessness **go to a homelessness entry point for an initial assessment.** A worker will assess your situation and connect you with relevant support services.

2

Transitional housing is by referral only. We accept referrals from Specialist Homelessness Services, homelessness entry points, and relevant support services. You cannot submit an application for yourself.

3

When a property becomes available, we will **prioritise renters with the highest assessed housing and support need.** Please note that waitlists may apply.

Leases are for up to 18 months to give you time to find suitable long-term housing.

Finding a homelessness entry point



You can use [Ask Izzy](#) to find an entry point near you.

Haven Home Safe has homelessness entry points in:

- Preston (Melbourne)
- Mildura
- Bendigo. In Bendigo we also offer support services.

HHS may be your homelessness entry point, but it may not be your support service.

While living in transitional housing

You will work together with a tenancy and property manager at Haven Home Safe and your support worker to maintain a successful tenancy while seeking long-term housing.



**Transitional
housing managed by HHS**



**Support worker at a
support organisation**



You and your family

Haven Home Safe's role is to manage your tenancy, including:

- rental agreement.
- maintenance.
- rent payments.

Your support worker's role is to help you with:

- issues in your life.
- building life skills.
- completing applications.
- finding long-term housing.

Your role is to:

- work towards the goal of finding long-term housing before the end of lease.
- attend appointments and continue communication with tenancy and support workers.
- keep your Victorian Housing Register (VHR) application up to date.
- keep to the rules in your rental agreement to show you can sustain a successful tenancy. For example, paying your rent on time and keeping the property clean and in good condition.

Exiting transitional housing

Transitional housing leases are for up to 18 months.

At the end of your lease, the plan is for you to be living in long-term, stable housing such as public, social, affordable housing or a private rental. The outcome will depend on your eligibility and housing availability.

You may also leave transitional housing earlier if you:

- find long-term housing.
- are no longer eligible.
- have been offered suitable long-term accommodation but choose not to accept it more than once.
- are not keeping to the rules of your rental agreement.



Got questions? We're here to help

For questions about how your rent is calculated, contact the Rent Review team at: rent@hhs.org.au or call 1300 429 364 (select option 1).

For everything else, contact your Tenancy and Property Manager or call the Housing Team on 1300 429 364 (select option 2).

How we calculate rents in transitional housing

How we calculate rents in transitional housing

Haven Home Safe follows the rules and guidelines set by the Victorian State Government for calculating and reviewing rents in transitional housing.

Rents are calculated at 25% of total household income. If you receive Family Tax Benefit (FTB), 15% of this payment will also be added to your rebated rent calculation to make your total weekly rent.

This will be always clearly communicated before you sign your lease. Check out the example.



When your rent might change

What you need to do

Tell us every time:

- Your household income goes up or down.
- The number of people living in your household changes.

Every 6 months


You will receive an email or letter asking for updated household income. Please send it to us within 14 days.

What HHS will do

We will **recalculate your rent** to make sure you are paying the correct amount.

We **review rents every 6 months** to meet government guidelines. Your rent may go up or down, depending on your household income.

Any rent increases begin at least 30 days after the review is complete.

 If you or a household member are eligible to receive a Centrelink payment, but are not currently receiving it, we need to still count this as income.



Here are some examples of rent calculations

1 Weekly rent will vary household to household.

The Khan* family is made up of a mother and her 3 children who live in a 3-bedroom house.

The market rent of the property is \$600 per week.

Their combined weekly household income is \$513.85 plus \$256.41 Family Tax Benefit (A & B).

Rebated rent amount calculated at 25% of weekly household income (exc. FTB)	\$128.46
15% of Family Tax Benefit A & B	\$38.46
Total weekly rent payable	\$166.92

2

Nam and Priya* live in a 1-bedroom apartment.

The market rent of the property is \$350 per week.

Their combined weekly household income (from Centrelink) is \$726.50.

Rebated rent amount calculated at 25% of weekly household income	\$181.62
They are not eligible for the Family Tax Benefit.	\$0
Total weekly rent payable	\$181.62

*not their real names



Case study: Alex*

Alex has just turned 18 and is living in transitional housing. Alex is eligible for a Centrelink payment such as JobSeeker or Austudy, but has not applied yet.

Because Alex is entitled to this payment, HHS must count the amount they would normally receive as part of the household income.

Frequently Asked Questions (FAQs)

What proof of income information do I need to provide?

We need to see information showing the amount, type and frequency of income for all people over the age of 18 in your household for the past 13 weeks. This could look like:

- An income statement
 - A payslip or letter from employer
 - Payments received from Centrelink (e.g. benefit or pension)
 - A profit and loss statement from an accountant,
 - A letter from an overseas government or investment organisation.
 - Any child support payments
-

I am a casual worker, how is my income assessed?

You will need to provide us with your income information, and we will calculate your average earnings.

- If you are paid a casual wage, this is based on the most recent 13 consecutive payslips.
 - If you work for yourself, this is based on your annual income.
-

How do I pay rent?

- You can pay weekly or fortnightly via Centrepay, bank transfer, direct debit or in-person at an HHS office or your bank.
 - You will always pay rent 2 weeks in advance.
-

Am I eligible for Commonwealth Rent Assistance (CRA)?

No, renters living in transitional housing are not eligible for CRA. This is because transitional housing is already subsidised by the Victorian Government.

What if our household income changes and I don't declare it?

- You must provide proof of income within the requested timeframes.
 - If we do not receive your documents or suspect you haven't told us about a change in income, we may start charging you discounted market rent - 74.9% of the market rent of the property. Market rent is what the property could cost in the private rental market.
-

What if I am away from home temporarily?

You must still pay rent, but you can apply for a temporary reduction if:

- Your income drops or you're paying for other accommodation. E.g. you're in hospital, refuge, rehab, or prison

You would need to provide us evidence of:

- When you were away from your home
 - Any expenses and changes to your income
-

I'm having issues paying my rent, what should I do?

Contact your Tenancy and Property Manager.

- We'll talk you through payment options and other support.
 - If debts remain unpaid, it may affect future rental applications.
 - Learn more in our [financial hardship fact sheet](#).
-

