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| 13. Special Housing Needs |
| Operational Guidelines |

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# When do these operational guidelines apply?

These operational guidelines should be followed by designated service providers and social housing organisations when making decisions related to the Victorian Housing Register (the register).

These operational guidelines form part of a set of guidelines that together sit under the [*Eligibility Policy Framework*](https://fac.dffh.vic.gov.au/eligibility-policy-framework) https://fac.dffh.vic.gov.au/eligibility-policy-framework.

# Purpose statement

The [*Special Housing Needs* *operational guidelines*](https://fac.dhhs.vic.gov.au/special-housing-needs) https://fac.dffh.vic.gov.au/special-housing-needs outline the criteria an applicant must meet to be eligible for the Special Housing Needs category, and the pathways through which they can apply.

The Special Housing Needs category is for people who are living in housing that has become unsuitable and have no alternative housing options.

The intent is to improve an applicant’s living circumstances through the allocation of a property which:

* provides them with a safer living environment compared to their current accommodation
* provides more appropriate housing to improve their health and wellbeing, or to overcome a situation of overcrowding
	+ prevents the household from an imminent risk of becoming homeless or improves the housing circumstances for someone who is experiencing homelessness.

Recognising that social housing is limited and there is a high level of demand, households applying through the Special Housing Needs category are expected to explore other available housing options, such as trying to find accommodation in the private rental market or, in the case of family violence, undertake actions to increase safety at home if the person wishes to stay in the home.

# Human rights considerations

In deciding what action to take, staff must give proper consideration to the relevant human rights in accordance with the Charter of Human Rights and Responsibilities Act 2006 s38(1) (the Charter). This consideration should include the potential impact the proposed action they are undertaking through these operational guidelines may have on the person’s (and their household’s) rights under the Charter.

For more information see [*Making Client Focused Decisions operational guidelines*](https://fac.dhhs.vic.gov.au/making-client-focused-decisions) https://fac.dffh.vic.gov.au/making-client-focused-decisions.

# Eligibility for Special Housing Needs

Individuals and households eligible for the Special Housing Needs category are people who:

* meet the eligibility criteria including the Priority Access income and asset eligibility criteria
* meet the eligibility criteria for one of the Special Housing Needs reasons
	+ when a new applicant, have no alternative housing options.

## Eligibility criteria

To be eligible for social housing, in general primary applicants should live in Victoria and:

* be an Australian citizen or permanent resident of Australia
* meet the income and asset eligibility limits for their household
* have an independent income
	+ not own a property in which they could live.

Up-to-date documentation to confirm the above criteria must be provided. Income and asset documentation should be less than 28 days old.

For further information see the [*Eligibility Criteria operational guidelines*](https://fac.dffh.vic.gov.au/eligibility-criteria-0) https://fac.dffh.vic.gov.au/eligibility-criteria-0.

### Income eligibility

#### New applicants

The income eligibility limit for the Special Housing Needs category is the Priority Access income limit, which is set out in the [Social housing eligibility](http://www.housing.vic.gov.au/social-housing-eligibility) http://www.housing.vic.gov.au/social-housing-eligibility.

To determine total household income, the assessable incomes of the household are added together to determine whether the household meets the Priority Access income limit. If the total household income is less than or equal to the maximum income limit for Priority Access, the household is considered eligible.

If the primary reason for the application is family violence the Register of Interest income limit can be applied, if necessary, to provide appropriate assistance.

Generally, a family violence applicant should meet the income eligibility limits to be eligible for the register.

However, where a person and their household are experiencing family violence and need access to ongoing housing in order to be safe, they are also eligible to be on the register.

#### Transfer applicants

The income eligibility limit for the Special Housing Needs category for current social housing renters is the Register of Interest income limit.

If the total household income is less than or equal to the maximum income limit for the Register of Interest, the household is considered eligible.

### Asset eligibility

#### New applicants

The asset eligibility limit for the Special Housing Needs category is the Priority Access asset limit, which is set out in the [Social housing eligibility](http://www.housing.vic.gov.au/social-housing-eligibility) http://www.housing.vic.gov.au/social-housing-eligibility.

To determine the total household assets, the assessable assets of the household are added together to determine whether the household meets the Priority Access asset limit. If the dollar value of the total household assets is less than or equal to the maximum asset limit, the household is considered eligible.

If the primary reason for the application is family violence the Register of Interest asset limit can be applied, if necessary, to provide appropriate assistance.

Generally, a family violence applicant should meet the asset eligibility limits to be eligible for the register. However, where a person and their household are experiencing family violence and need access to ongoing housing in order to be safe, they are also eligible to be on the register.

Note: where the family violence applicant owns or has interest in residential real estate and cannot make ‘effective use’ of the property, that is, they are unable to reside in the property or realise their equity, the property is exempt from the asset eligibility assessment. See the [*Eligibility Criteria operational guidelines*](https://fac.dffh.vic.gov.au/eligibility-criteria-0) https://fac.dffh.vic.gov.au/eligibility-criteria-0 for more information.

Where a household member requires full or major modifications to the property, the disability modification asset limit is applied.

#### Transfer applicants

The asset eligibility limit for the Special Housing Needs category for current social housing renters is the Register of Interest asset limit.

If the dollar value of the total household assets is less than or equal to the maximum asset limit for the Register of Interest, the household is considered eligible.

Where a household member requires full or major modifications, the disability modification asset limit is applied.

## Reasons for Special Housing Needs

There are five priority reasons under which a person can be considered eligible for the Special Housing Needs category. In addition to the eligibility criteria, applicants must meet the criteria set out under one of these priority reasons. They are:

* Insecure Housing
* Inappropriate Housing, comprising severe overcrowding, unsuitable housing and family reunification
* Unsafe Housing, comprising of family violence and serious threat of physical danger
	+ Urgent Medical Needs.
	+ Mental Health

### Insecure Housing

The Insecure Housing priority reason is only available for new applicants. People making an application under the priority reason of Insecure Housing need assistance from a homelessness intake and assessment worker (or equivalent) to have their support needs assessed and help find and secure alternative accommodation.

Applications should be lodged under this priority reason if the individual or household applying does not have secure housing and does not have the high support need required for the Homeless with Support category.

This priority reason refers to households who are:

* living in temporary, emergency or crisis housing
	+ living with relatives or friends who are unable to provide longer term housing.

The designated service provider must provide documentation that details the assistance they are receiving to secure appropriate housing.

#### Evidence for Insecure Housing priority reason

An Insecure Housing application may be submitted by a homelessness intake and assessment worker, designated service provider (or equivalent service) or by the applicant with a completed Insecure Housing Eligibility Confirmation form. In all pathways a designated support provider must confirm that the applicant has demonstrated:

* their current housing status
* the date they arrived in current housing
* how long they can stay in their current housing
* the reason they cannot remain
	+ assistance they are receiving to secure appropriate housing.

This can be demonstrated in a number of ways including:

* confirmation from the tenancy manager where the applicant is living in temporary, emergency or crisis housing
* documentation from their housing worker or similar service confirming the assistance they have provided to help them secure appropriate alternative housing
* for applicants who state they move from the home of one friend or relative, to another, for short-term periods, a Statutory Declaration confirming their housing arrangements
	+ a letter from the person they are staying with.

If the documentation provided or Insecure Housing Eligibility Confirmation form indicates that the applicant will not be asked to leave until they find suitable alternative housing, they do not meet the criteria for Insecure Housing. Applicants in these circumstances may be eligible for approval to the Register of Interest and are advised of other sources of assistance including the Bond Loan scheme.

### Inappropriate Housing

The Inappropriate Housing priority reason includes three housing scenarios:

* Severe Overcrowding
* Unsuitable Housing
	+ Family Reunification.

To determine if a household is experiencing severe overcrowding or unsuitable housing, first determine if the number of bedrooms for the household results in inappropriate sharing of bedrooms according to Table 1 below.

Inappropriate Housing is established by assessing the household according to the Housing Size Guidelines for inappropriate housing assessment (Table 1) while applying the following rules:

* two siblings of the same gender, regardless of age, may share one room
	+ two children of any gender, both under six years of age, may share one room.

Table 1: Housing Size Guidelines for inappropriate housing assessment

|  |  |  |
| --- | --- | --- |
| Household Groupings |  | Minimum no. of rooms per group |
| Single person or couple |  | 1 bedroom |
| Resident 18 years and over  |  | 1 bedroom |
| 1 child younger than 18 years of age |  | 1 bedroom |
| 2 children under 18 years of age | 2 children of same gender1 child of each gender1 child of each gender (each under six years of age) | 1 bedroom2 bedrooms1 bedroom |
| 3 children under 18 years of age | same gender2 children of 1 gender and 1 of the other gender | 2 bedrooms2 bedrooms |
| 4 children under 18 years of age | same gender2 children of each gender3 children of same gender and 1 of the other gender | 2 bedrooms2 bedrooms3 bedrooms |
| 5 children under 18 years of age | any combination | 3 bedrooms |
| 6 children or more under 18 years of age | 6 children of the same gender4 children of one gender and 2 of the other genderany other combination | 3 bedrooms3 bedrooms4 bedrooms |

To calculate the total number of bedrooms for each household, the number of bedrooms per household grouping is added together.

If the dependants listed on the application are not currently living with the applicant because it would cause inappropriate housing in the applicant’s current housing, the application is assessed on the grounds of family reunification.

Note: Table 1 is used for calculating the appropriate sized housing to determine priority need only. The housing size a household can be allocated in a standard application for social housing is different (see Housing Size Guidelines in the [*Clients with Special Accommodation Requirements* operational guidelines](https://fac.dhhs.vic.gov.au/clients-special-accommodation-requirements) https://fac.dhhs.vic.gov.au/clients-special-accommodation-requirements).

### Severe Overcrowding

The Severe Overcrowding scenario is available for both new and transfer applicants.

To be eligible for Severe Overcrowding the household must:

* need two or more extra bedrooms according to the Housing Size Guidelines for Inappropriate Housing assessment when compared to their current housing
* have lived together for at least six months, except where the severe overcrowding is due to an increase in dependants, a new member who is in need of ongoing care, or a member who provides ongoing care to another household member
	+ intend to live together on a permanent basis.

In addition, new applicants must be unable to secure alternative appropriate accommodation.

To assist them to apply for this priority scenario or find alternative housing options, new applicants can see a homelessness intake and assessment worker (or equivalent) for an assessment.

#### Evidence for Severe Overcrowding

A Severe Overcrowding application may be submitted by a homelessness intake and assessment worker, designated service provider (or equivalent) or by the applicant. In all pathways the applicant must demonstrate their current housing status. Possible ways to do so include:

* confirmation from a support or tenancy worker that all household members have lived together for at least six months
* a copy of the tenancy agreement, where all household members are included on the tenancy agreement
* confirmation of current address on personal documents for all household members
	+ a home visit from a support or tenancy worker to check the property size and amenities.

### Unsuitable Housing

The Unsuitable Housing priority scenario is only available for new applicants. Unsuitable Housing is housing that has a long-term detrimental effect on one or more members of the household without receiving significant support. To be eligible for the Unsuitable Housing priority scenario a household must be living in at least one of the following circumstances:

* accommodation that does not allow children of different genders to have separate bedrooms where at least one child is older than six years of age
* accommodation that does not allow parents and children to have separate bedrooms
* privately managed shared housing or privately managed rooming house that is negatively impacting on the applicant’s wellbeing
	+ families with dependants who do not have independent cooking/bathroom facilities as they are living in a private rooming house, hotel/motel room or caravan.

In addition, the household must:

* have lived together for at least six months, except where the severe overcrowding is due to an increase in dependants, a new member who is in need of ongoing care, or a member who provides ongoing care to another household member
* intend to live together on an ongoing basis
	+ be unable to secure appropriate alternative accommodation.

To assist them to apply for this priority scenario or find alternative housing options, new applicants can see a homelessness intake and assessment worker (or equivalent) for an assessment.

#### Evidence for Unsuitable Housing

An Unsuitable Housing application may be submitted by a homelessness intake and assessment worker, designated service provider (or equivalent) or by the applicant. In all pathways the applicant must demonstrate their current housing status. Possible ways to do so include:

* confirmation from a support or tenancy worker that all household members have lived together for at least six months
* a copy of the tenancy agreement, where all household members are included on tenancy agreement
* confirmation of current address on personal documents for all household members
* a home visit from a support or tenancy worker to check the property size and amenities
	+ confirmation from a support or tenancy worker, or completion of a Special Accommodation Requirements form by the treating health practitioner, that the living conditions or environment of the housing is having a long-term detrimental effect on the household.

### Family Reunification

The Family Reunification priority scenario is only available for new applicants. This priority scenario is for households where the current housing is preventing the reunification of parents with their dependants.

This priority scenario refers to households who:

* require stable, affordable housing for dependants to be reunited with their family
	+ the applicant's dependants are not living with them for the sole reason they do not have appropriate housing in which to live.

To assist them to apply for this priority scenario or find alternative housing options, new applicants can see a homelessness intake and assessment worker (or equivalent) for an assessment.

If there are children subject to a Children’s Court order, or who are receiving care through a designated service provider, the application may be eligible under a higher priority category. If this applies to an applicant, they should contact their designated service provider to discuss the priority of their application.

#### Evidence for Family Reunification

A Family Reunification application may be submitted by a homelessness intake and assessment worker, designated service provider or by the applicant. In all pathways the applicant must demonstrate their current housing status. Possible ways to do so include:

* documentation from a support worker, a protective services worker or recognised family support agency
* confirmation that the children are expected to be returned to the family within six months of housing being secured
	+ Statutory Declaration from the applicant and the person with whom the children are living.

The documentation must include:

* the current housing circumstances of all members of the household
	+ the date when it is expected that the household will live together on a permanent basis.

Documentation is also required from Centrelink confirming that the applicant is receiving child-related payments.

If the Centrelink payments are received by another person, a Statutory Declaration from the carer is required confirming that:

* the arrangement is voluntary, and
	+ the children will live with the applicant when appropriate housing is secured.

### Unsafe Housing

The primary intention of the Unsafe Housing priority reason is to ensure the safety of applicants experiencing actual, or a serious threat of, physical violence, and who need urgent housing because they have no other housing options.

Applicants currently living in social housing may be eligible under the Priority Transfers category and should contact their tenancy manager.

There are two priority scenarios under Unsafe Housing:

* Family Violence
	+ Serious Threat of Physical Violence.

### Family Violence

The Family Violence priority scenario in the Special Housing Needs category is for people experiencing family violence who are not in receipt of support. Applicants may be living in housing where the violence occurred or staying temporarily with family or friends.

Where the department receives this type of application it is important to discuss with the applicant whether a referral can be made to a family violence service, what measures have been taken for the household to increase safety at home if the person wishes to stay in the family home, and confirm the safe and unsafe locations identified in their application, pending relocation to an alternative property.

Applicants should clearly identify the areas they do not want to live in if they or a household member has experienced family violence and may be under threat in that area.

#### Evidence for Family Violence

A Family Violence priority scenario application under Special Housing Needs is typically submitted directly by the applicant. The applicant can demonstrate their current housing status and priority need by having a housing officer sight one or more of the following:

* an L17 referral from police
* an Intervention Order or an Interim Intervention Order (State), or an application for one of these
* an integrated assessment such as using the Common Risk Assessment Framework that identifies family violence
* a Family Court Restraining Order (Federal)
* a letter from a solicitor stating that criminal proceedings have started against the alleged perpetrator of violence
* a letter from a medical practitioner
	+ a letter from a designated service provider.

When documents are submitted to a department office, staff should handle these according to the “*Records management: Client family violence and personal safety information*” practice note.

If the applicant is unable to start legal proceedings or is not in receipt of support or assistance, where the applicant describes their housing need is a consequence of family violence, the application will be approved on that basis. An approach responsive to individual circumstances should be taken in recognition of the multiple and complex needs of family violence applicants.

If the applicant cannot live in a particular area, the areas that are unsafe must be clearly identified in the application, by the applicant.

### Serious Threat of Physical Danger

The Serious Threat of Physical Danger priority scenario in the Special Housing Needs category is for people experiencing a serious threat of physical danger. This applies in situations when the police or a community support worker recommend that the household move to alternative housing because of personal safety reasons.

Applicants subject to a serious threat of physical violence may be living in:

* housing where the violence occurred
* a refuge or emergency housing
	+ temporary housing with family or friends.

Applicants living in a refuge or emergency housing may get assistance from those services. Those who are not can get help from a homelessness intake and assessment worker (or equivalent) who can assess them and help them find alternative housing options.

#### Evidence for Serious Threat of Physical Danger

A Serious Threat of Physical Danger application may be submitted by a homelessness intake and assessment worker, designated service provider (or equivalent) or by the applicant. In all pathways the applicant must demonstrate their current housing status. Possible ways to do so include:

* A written or verbal report from a member of a federal, state or territory police service that includes:
	+ - details of police involvement in the situation
			* confirmation that the household or a member of the household is under serious threat of physical danger.
	+ An Intervention Order or an Interim Intervention Order (State), or an application for one of these.

If there is no police involvement, a letter or verbal report from a community support worker confirming that the applicant is unsafe in their housing due to a serious threat of physical danger can be provided. The worker should explain:

* the circumstances that have placed the household under serious threat of physical danger
	+ reasons why the police cannot resolve the problem.

If the applicant cannot live in a particular area because of a continued threat of danger in that area, documentation or a verbal report must be provided by a support worker, the police or a solicitor confirming the area where the applicant cannot live.

Documents confirming serious threat of physical violence should only be sighted and not attached to the application.

Where written documents are provided, housing officers should sight these only and not retain them on the applicant’s file.

### Urgent Medical Needs

The Urgent Medical Needs priority reason is available for both new and transfer applicants. Applicants or household members with a serious medical condition, who urgently require alternative housing as a result of their condition, can apply for Special Housing Needs.

Applicants or other household members with a disability or long-term health problem may be eligible for the Supported Housing category where major structural modifications and/or assistance of personal support through a designated program or funded service, are required to be able to live independently (refer to the [*Supported Housing operational guidelines*](https://fac.dhhs.vic.gov.au/supported-housing) https://fac.dhhs.vic.gov.au/supported-housing).

Current social housing renters with a medical condition requiring access to specialist medical/care services may be eligible for the Priority Transfers category (refer to the [*Priority Transfers operational guidelines*](https://fac.dhhs.vic.gov.au/priority-transfers) https://fac.dhhs.vic.gov.au/priority-transfers).

Applicants applying under the Urgent Medical Needs priority reason must demonstrate that their current housing is detrimental to their condition and that they meet at least one of the following circumstances:

* mobility problems requiring housing without stairs
* condition requiring property modifications that cannot be made to existing housing
* medical condition requiring access to specialist medical/care services
* the applicant or a household member requires full time live-in carer
* current housing is of a reason, or in a condition, which cannot be remedied and has a detrimental effect on the applicant’s health
	+ a psychiatric illness exacerbated by environmental factors, such as a perceived fear of their immediate environment.

In addition, new applicants must demonstrate they have been unable to access appropriate alternative housing.

To assist them to apply for this priority reason or find alternative housing options, new applicants can see a homelessness intake and assessment worker (or equivalent) for an assessment.

Where access to a particular area or housing reason is required, a Special Accommodation Requirements form must be completed by a treating health practitioner.

#### Evidence for Urgent Medical Needs

An application under Urgent Medical Needs priority reason may be submitted by a homelessness intake and assessment worker, designated service provider (or equivalent) or by the applicant. In all pathways the applicant must demonstrate their current housing status and priority need. Possible ways to do so include:

* Special Accommodation Requirements form completed by the treating health practitioner
* documentation from an occupational therapist specifying the type of disability modifications they require
* evidence as to why the modifications cannot be made to existing housing
	+ evidence as to why the applicant’s specific housing needs are not met in existing accommodation.

For existing social housing renters an assessment should be made by the social housing organisation to determine if the disability modifications or aids can be installed in their existing housing.

Where necessary, further information or clarification should be sought from treating health practitioners to determine the applicant’s housing needs and the inappropriateness of their existing housing.

For more information see the [*Clients with Special Accommodation Requirements operational guidelines*](https://fac.dhhs.vic.gov.au/clients-special-accommodation-requirements) https://fac.dhhs.vic.gov.au/clients-special-accommodation-requirements.

### Mental Health

The Mental Health priority reason is available for both new and transfer applicants. Applicants who urgently require alternative housing primarily as a result of mental health challenges (including the impacts of trauma) but do not have significant support needs can apply for Special Housing Needs under the Mental Health priority reason.

Current social housing renters may be eligible for the Priority Transfers category (refer to the [*Priority Transfers operational guidelines*](https://fac.dffh.vic.gov.au/priority-transfers) https://fac.dffh.vic.gov.au/priority-transfers).

#### Evidence for Mental Health

An application under the Mental Health priority reason may be submitted by the applicant, a designated service provider or social housing organisation. In addition to the broader requirements of the Special Housing Needs category, the application must demonstrate that:

* the applicant’s current housing is detrimental to their wellbeing (can be done via the Special Accommodation Requirements form or letter completed by the treating health practitioner). For existing social housing renters an assessment should be made by the social housing organisation to determine if the modifications or aids can be installed in their existing housing; and
* the applicant has been unable to access appropriate alternative housing.

Where necessary, further information or clarification should be sought from treating health practitioners to determine the applicant’s housing needs and the inappropriateness of their existing housing.

For more information see the [*Clients with special accommodation requirements operational guidelines*](https://fac.dffh.vic.gov.au/clients-special-accommodation-requirements) https://fac.dffh.vic.gov.au/clients-special-accommodation-requirements.

### Alternative housing

New applicants applying under the Special Housing Needs category are expected to use other available options to try and resolve their need for housing, such as trying to get accommodation in the private rental market.

A household’s capacity to access alternative housing may be compromised by a range of factors, including:

* the availability and cost of private rental accommodation that matches the individual’s or household’s housing requirements in their preferred area, as well as other suitable areas
* a personal circumstance or characteristic of the household, which is likely, or has been shown, to reduce their access to private rental. Examples may include mental health, developmental, physical or intellectual disability which makes it difficult for the household to rent in the private market
* a history of housing breakdowns due to factors such as inability to make rental payments, manage relationships with landlords or other renters, or to manage their housing commitments while other significant issues are affecting them
* an inability to access private rental housing due to a negative listing on a renter database
	+ an inability to access private rental brokerage funds or services.

For some, a combination of these factors may mean that a social housing tenancy may be the only realistic housing option. For many however, there may be a number of alternatives.

Where the applicant is assisted by a housing or designated service provider worker, the worker should confirm the assistance they are providing the applicant to find alternative housing. It is expected that the relevant worker will detail the reasons that alternative housing options, including private rental housing, cannot be secured.

If an applicant is not assisted by a housing or designated service provider worker, they are required to provide a brief explanation of their housing history, and outline their attempts to find alternative housing, including private rental.

An applicant is only approved under the Special Housing Needs category when they are able to detail their attempts to secure alternative accommodation or are assessed as being unable to seek or secure private rental.

**Note**: Transitional Housing and Crisis Accommodation are not considered to be alternative housing options.

# Applying for Special Housing Needs

Applications for Special Housing Needs can be submitted by the applicant, designated service provider or social housing organisation.

For more information about how to apply to the register, including submitting applications online, refer to the [*Eligibility Policy Framework*](https://fac.dffh.vic.gov.au/victorian-housing-register) https://fac.dffh.vic.gov.au/victorian-housing-register.

# Application effective date

Where an application is submitted by an agency the effective date for the Special Housing Needs category is decided by the agency submitting the application.

Generally, the effective date is the date the individual or household was assessed as requiring social housing by the agency through an assessment and planning process, or equivalent assessment. The application should be submitted within six months of that assessment.

Where an application is submitted by the applicant, the effective date is the date the individual or household demonstrates that they are eligible under the Special Housing Needs category. That is, the date that all documentation was received that confirms their eligibility for the Special Housing Needs category.

# Application approval

If an application for Special Housing Needs is submitted by a designated service provider, the lodging organisation should make a recommendation as to whether the application should be approved.

If an application for Special Housing Needs is submitted and approved by a participating registered agency, the department will accept that:

* the application meets the eligibility criteria for one of the Special Housing Needs priority reasons
	+ for new applicants, have no alternative housing options.

The department will only find the application ineligible if the household does not meet the eligibility criteria for social housing.

If the application is approved, the number of bedrooms and any special accommodation requirements will be assessed according to the [*Clients with Special Accommodation Requirements operational guidelines*](https://fac.dhhs.vic.gov.au/clients-special-accommodation-requirements)https://fac.dffh.vic.gov.au/clients-special-accommodation-requirements.

# Decision Review

Applicants who are not recommended or have been assessed as ineligible for Special Housing Needs may request to have the decision reviewed. For more information see the [*Complaints, appeals and feedback processes* *operational guidelines*](https://fac.dhhs.vic.gov.au/complaints-appeals-and-feedback-processes) https://fac.dffh.vic.gov.au/complaints-appeals-and-feedback-processes.

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