

Client Signature

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Date

Date input fields: D D M M Y Y Y Y

Witness Signature

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Witness Name

Witness Name input box

Declining an Offer of Accommodation

Important Information:

- Clients that decline an offer of accommodation will need to provide supporting evidence specifying why the accommodation is unsuitable.
- Where a client's decline is considered unreasonable, their application may be withdrawn from the waiting list.
- Clients withdrawn from the waiting list have the right to appeal the decision.
- When a property is declined it may be offered to someone else on the waiting list.
- Consideration will be given to a client's demonstrated housing need when an offer of accommodation is made.

Reasonable Decline

A reasonable decline is when an offer:

- Is not in the metropolitan zone or country town of the client's choice; or
- Does not meet the client's demonstrated housing need.
- Does not have the minimum number of bedrooms appropriate to the household size and composition.
- Is unsuitable due to cultural reasons.
- Poses a risk to the safety of the household.
- Family and Domestic violence.

Clients must provide supporting evidence where the decline of accommodation is deemed unsuitable.

If a client does not have a reasonable reason to decline an offer of accommodation, or fails to provide the required evidence to support their claim, their application may be withdrawn from the waiting list.

Clients who are unable to accept an offer of accommodation due to extenuating circumstances may request a one-off deferment of up to 12 months.

If a client is still unable to accept an offer of accommodation after the end of the deferment period, their application may be withdrawn from the waiting list.

Extenuating Circumstances

An extenuating circumstance is where clients:

- Are unable to break a private lease
- Have suffered a recent bereavement
- Have experienced a traumatic incident
- Have experienced a serious illness or injury
- Are awaiting finalisation of a visa application
- Are incarcerated
- Are having their circumstances reviewed to help obtain a greater understanding of their housing need/s.

Office Use Only

Customer ID number

Customer ID number input box

Work file number

Work file number input box

Allocation officer name

Allocation officer name input box

- Reasonable
- Unreasonable (initiate review)

If reasonable, senior CSO name

If reasonable, senior CSO name input box

Signature:

Signature box with a pen icon

Application officer – notify client

Notes

Notes area with multiple horizontal lines for text entry