

## Fact sheet

# Temporary Accommodation (TA) Contributions and support plans

18 September 2024

Changes to the way Temporary Accommodation is accessed are starting on Wednesday 18 September 2024

This fact sheet is for people who use Temporary Accommodation, their support services, and Community Housing and Homes NSW staff.

---

## What is changing?

Clients in Temporary Accommodation (TA) who are experiencing homelessness will be required to pay a **TA contribution** towards the accommodation costs. While this is not new, the changes will standardise the contributions, irrespective of the housing provider or location.

A new **TA support plan** will be implemented for all clients in TA. This will document exit pathways and housing options.

The TA Contribution will now be made directly to Homes NSW rather than the accommodation provider.

Clients need to meet with, call, or visit their local housing provider **within three (3) business days** of starting TA to commence their support plan. The support plan is a simple document that is easy to use and update.

---

## Why is this change happening?

The **TA contribution** ensures housing providers are implementing policy consistently.

The **TA support plan** will enhance client engagement in decision making about accommodation and plans to move to more stable housing.

All contribution payments will be directed to meeting the costs of providing TA.

---

## What is staying the same?

Clients can stay in TA while they continue to engage with support staff and housing providers.

To be eligible for TA, clients continue to need to have an income (eg a pension income) and access to a bank account.

Exceptional circumstances will continue to be considered.

---

## How will the TA contribution be paid?

Clients will pay the TA Contribution using their individual Payment Reference Number (PRN). A new HOMES client account will be created for these payments.

The TA Contribution for the TA that has already been provided is payable before the TA is extended.

Proof of payment is required for each instance of TA. Clients can show their online banking receipt, or a receipt from the bank, Australia Post or Service NSW.

Payments can be made via **ePay**, **Australia Post**, or **Service NSW**.

TA Contributions will be paid week by week or at each extension and cannot be pre-paid.

Details of the amount of contribution and payment expectations will be recorded in the support plan.

---

## How will the TA contribution be calculated?

Clients will pay an amount equal to 25% of weekly assessable income and 15% of any family tax benefits, divided by 7, to calculate a daily rate. Commonwealth Rental Assistance is not included in the calculations. The daily rate will be multiplied by the number of days of TA provided in that payment period.

Staff with access to the HOMES system, will use the TA Contribution Assessment Calculator.

---

## Ongoing management while in Temporary Accommodation

Clients can expect Homes NSW and CHP staff to take a trauma-informed approach to making decisions about TA.

Clients who engage with their support provider and their housing provider about their support plan, will not be exited from TA.

Homes NSW and CHP staff will actively engage with clients and their support provider to implement their support plan and exit strategies.

---

### SHMT CHPs

- These changes apply across all Homes NSW offices. In Social Housing Management Transfer (SHMT) areas, the housing provider will receive the contribution through their normal process.
  - SHMT CHPs have been included in the review of TA policy settings and provided with information to implement these changes.
- 

## Feedback and Contacts

### Contact us

**Feedback from clients** through your housing provider or by phoning the Housing Contact Centre on 1800 422 322.

**Feedback from support services** - contact your local office.