



GROH Needs and Dwelling Management Policy

Purpose

This policy outlines how Client Agencies must submit their needs and how the Government Regional Officer Housing (GROH) program will work to satisfy requests while ensuring maximum utilisation of dwellings.

Scope

This policy applies to Client Agencies, their employees, and GROH Central.

Definitions

Term	Definition
Additional Request	A request for an additional dwelling that was forecast in advance.
Allocation	A dwelling accepted by a Client Agency that satisfies a need.
Benchmark	Measurement (by percentage) of dwellings held by Client Agencies in a regional district, divided by the total need in the regional district.
Client Agency	- an Employing Agency, which is a Department under section 7 of the <i>Government Employees' Housing Act 1964</i> (GEHA) or - a Responsible Agency, which is the agency arranging the salary and other entitlements (including accommodation) of the occupant if they are not an employee of the Client Agency.
DHW	The Department of Housing and Works.
Dwelling	A residential asset owned or leased by DHW and utilised for GROH purposes.
GROH	Government Regional Officer Housing Program
GROH Central	DHW staff administering the GROH Program.
Need	Request by a Client Agency to accommodate their employees.
Occupant	An employee of the Client Agency occupying the dwelling.
PATH	Portal for Access to Housing, a web-based interface to manage needs forecasting, dwelling allocations and returns.
Regional District	A regional town, suburb, or location.
Relevant Party	This includes non-government organisations, non-proclaimed state government agencies, and private tenants.

Replacement Request	A request for a dwelling to replace an existing dwelling that can no longer be utilised or is unsuitable.
Reversion Request	A request to return an allocated dwelling that is no longer required.
Unmet	A need that is yet to be satisfied.
Unplanned Request	A request for an additional dwelling that was not forecast in advance.

Policy Statements

1. Needs Submission and Criteria

- 1.1 Client Agencies must submit their needs in PATH.
- 1.2 All needs must meet the following criteria:
 - 1.2.1 the need is linked to a funded or future-funded position, initiative, or project
 - 1.2.2 funding is available to cover all expenses for the duration of the allocation and
 - 1.2.3 an occupant will occupy the dwelling within a reasonable timeframe once it is allocated.

2. Needs Forecasting and Reconfirmation

- 2.1 Client Agencies must annually forecast their additional needs for the next four financial years and reconfirm or cancel their existing unmet needs by the last business day of June of each year.
- 2.2 Client Agencies must forecast their additional needs not identified in their annual forecast and reconfirm or cancel their existing unmet needs by the last business day of September, December, and March of each year.
- 2.3 Needs will be placed on hold until GROH Central receives written confirmation from the Client Agency that their Chief Financial Officer, equivalent officer, or delegated authority deems that their needs meet Needs Criteria 1.2.
- 2.4 Needs placed on hold for more than 10 business days will be cancelled.

3. Unplanned Needs

- 3.1 Client Agencies may submit an unplanned request where their need could not be reasonably anticipated in their forecasting.
- 3.2 Unplanned requests must be submitted by the Client Agency with written confirmation from a senior officer (Level 8 or higher under the Public Service Award 1992 or associated industrial agreement) who can authorise that Needs Criteria 1.2 have been met and the need could not be reasonably anticipated.

4. Replacement Needs

- 4.1 Client Agencies may submit a replacement request for the following reasons:
 - 4.1.1 the dwelling does not meet GROH Standards

- 4.1.2 the dwelling is unsuitable due to household composition and the Client Agency cannot accommodate the need using their allocated dwellings
- 4.1.3 the location of the dwelling makes it difficult for the occupant to fulfil their professional role in the community or
- 4.1.4 a notice of termination or non-renewal advice has been received.
- 4.2 Replacement requests must be submitted with supporting evidence.
- 4.3 Replacement requests resulting from a notice of termination or non-renewal will be prioritised over additional requests.

5. Vacant Dwellings

- 5.1 Client Agencies may:
 - 5.1.1 hold a dwelling vacant for up to three months and
 - 5.1.2 request an extension to hold a dwelling vacant for a further three months.
- 5.2 Client Agencies must report on the status of a dwelling held vacant for more than six weeks (except dwellings approved for extension) when requested by GROH Central.

6. Dwelling Utilisation and Reversion

- 6.1 GROH Central may terminate a Client Agency lease if a dwelling has been vacant for more than three months and another Client Agency has an immediate need.
- 6.2 GROH Central may require an occupant(s) to be relocated to improve dwelling utilisation. GROH Central will cover all reasonable relocation costs.
- 6.3 Client Agencies may submit a reversion request for a dwelling that is surplus to their need. Client Agencies are responsible for the lease costs until the dwelling is allocated to another Client Agency, relevant party, or until an agreed-upon date set by GROH Central.

7. Dwelling Allocation

- 7.1 GROH Central will set benchmarks for each regional district and strive to meet the needs of all Client Agencies in line with each benchmark.
- 7.2 Client Agencies with the highest proportion of their needs unmet in a regional district will be prioritised first.

8. Offers and Acceptance

- 8.1 GROH Central will offer owned dwellings to satisfy Client Agency needs.
- 8.2 GROH Central will offer leased dwellings (where available) to satisfy Client Agency needs only if an owned dwelling is unavailable or unsuitable.
- 8.3 Requests with approved needs will receive up to two offers for suitable dwellings.
- 8.4 GROH Central will cancel a request if neither offer is accepted by the Client Agency and were deemed to have met their needs.
- 8.5 GROH Central will offer dwellings to Client Agencies based on the following

considerations:

- 8.5.1 date required
 - 8.5.2 dwelling and occupant suitability and/or availability
 - 8.5.3 state Government priorities
 - 8.5.4 dwelling utilisation or
 - 8.5.5 other factors considered relevant by GROH Central.
- 8.6 Where GROH Central is required to enter into a Contract to satisfy a need, a Client Agency must return an endorsed commitment form as confirmation of acceptance (if requested).
- 8.7 Client Agencies are responsible for all lease costs from the allocation date.

9. Approvals and Declines

- 9.1 GROH Central will exercise its discretion to approve, decline, or require further information for any needs in accordance with section 18(3) of the GEHA.

Other Related Documents

- *Government Employees' Housing Act 1964*
- *Residential Tenancies Act 1987*
- *Residential Tenancies Regulations 1989*
- GROH Discretionary Decision Making Policy

Document Control

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Amendments

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1.0	09/04/2025	GROH Program Manager	Endorsed by Deputy Director General
2.0	September 2026	GROH Operations Manager	Rebranded from Department of Communities to Department of Housing and Works