

Understanding Housing Needs & Preferences



Sourcing suitable housing is frequently reported to be a barrier to timely hospital discharge. Understanding housing options and how to engage with housing and support providers, can help prevent discharge delays.

Housing needs

Consider what accessible design features the person requires and if it is reasonable to expect this within mainstream housing. If yes, consider private rentals or eligibility for social housing. If not, the person may be [eligible for SDA](#). Consider which [design category](#) would best suit their needs.

Housing Preferences

It is important to also ask about preferences including location, access to transport, pets, smoking, living with family or living alone.

Temporary compromises

Ask about what is 'not negotiable' and which preferences are open to a 'temporary compromise' for a period of time. Examples of compromises include a portable floor hoist instead of a ceiling hoist or living with another person until a single occupancy dwelling becomes available.

Top Tricks and Tips



A number of resources are available to work through housing needs and preferences, including the Housing Needs and Preferences guide and template.



Ask the person to rate their preferences. This will identify which are most important, and which are open to a temporary compromise.



People can use the Housing Hub to find examples of housing they like, and kick start a housing search.

Case Study

A conversation with James and his support team identified his essential needs as wheelchair accessibility, space for medical equipment, and an active overnight support model.

Equally important were housing preferences including living close to family, natural light, and a garden space for outdoor activities.

James confirmed he would be willing to make a temporary compromise on location for up to 6 months, if all other needs and preferences were met. Having a clear understanding of this resulted in a more efficient discharge, as James was able to discharge to an interim option while waiting for long term housing in his preferred suburb.

Overview:
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Supports

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Needs &
Preferences**

How to
search for
Housing

Engaging
with
Providers

Presenting
Housing
Options

Planning
for the
Long term