

# Deeper dive: Housing Support Product – Rent Arrears Assistance

It can be very hard to find housing, so we need to do everything we can to prevent people losing their homes and facing homelessness. An important way we can do this is by helping with overdue rent through the Housing Support Product Rent Arrears Assistance (HSP RAA).

It's currently boosted because of COVID-19 so people can get more help. Last year we let you know about the temporary changes – **here's a recap:**

- The maximum amount payable is \$4,000 instead of \$2,000.
- You can offer it as a first option, before considering other products such as Recoverable Assistance Payments or Advance Benefit Payments.
- the temporary changes have been extended to 30 June 2021.

## Here's a reminder on the processes and good practices for the HSP RAA :

- The client needs to meet the [eligibility criteria](#), including the [higher income threshold](#).
- HSP RAA is recoverable so the client will need to pay us back.

- Please leave clear notes when granting or declining assistance – this helps you and your colleagues understand why a decision was made and understand a client's situation better.
- When asked in the Hardship screen 'Can this need be met in any other way without causing hardship?' click 'No'.
- When searching for Hardship category, look up 'HSP Rent Arrears'.

## More information – including a handy video!

### Doogle

- [Watch the video on the Doogle page](#)
- [General information about Rent Arrears Assistance](#)
- [Information about the temporary changes being extended](#)
- [Process for granting Rent Arrears Assistance HSP](#)

### HIYA

- [Housing Support Products](#)

# Let's recap:

Out of scope

## 2. Housing Support Product – Rent Arrears Assistance (HSP RAA)

The temporary changes are:

- the maximum amount payable is \$4,000 instead of \$2,000
- you can offer it as a first option, before considering other products such as Recoverable Assistance Payments or Advance Payment of Benefit in place until 30 June 2021.

It's important to have clear discussions with clients to understand their situation and needs.

If Housing Support Product – Rent Arrears Assistance is the right product for them, and they're eligible, follow the process guide and best practices [here](#).

### More information

- **MAP** - [General information about HSP Rent Arrears Assistance](#)
- **MAP** - [Process for granting HSP Rent Arrears Assistance](#)
- **Doogle** - [Flow chart – Helping clients with rent arrears](#)

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