



Mental Health
Commission



Hope
Community Services



SOAR Plus Program

(Support, Opportunities and Resilience for Youth)

The SOAR Plus program assists young people aged 16 – 24 years to live independently and achieve their recovery goals. The program is a transitional, and recovery focused program for a period of up to three years.

The SOAR Plus Program was previously known as the Youth Transitional Housing & Support Packages Program.

Further information is available on our website [here](#).

Frequently asked questions

I have accepted transitional accommodation in SOAR Plus, what happens next?

- Once you have accepted the offer, your referrer will be sent some paperwork for you to complete, including a Choice of Provider form.
- Once you complete the paperwork, your referrer will send it to the SOAR Plus Program Coordination Service.
- Once the Support Provider accepts you into their service, they will contact you and/or your referrer to meet with you and onboard you into the SOAR Plus and guide you through next steps with the transitional accommodation.

Who can help me if I can't decide on a Support Provider?

- The services of Lived Experience Recovery Coaches are available.
- The contact details for Program Coordination Service have been shared with your referrer who can share them with you.
- Program Coordination Service can help you to choose your provider by helping you to meet with them or speaking to them over the phone.
- Program Coordination Service is impartial and will help you make an informed choice.

Can I view the property before I move in?

- **Yes**, once you have been accepted by your chosen Support Provider, they will contact you and/or your referrer to organise a time to view the transitional accommodation alongside the leasing agent.

Who manages the lease?

- The transitional accommodation is managed by the Community Housing Organisation, Nesti.
- Nesti will provide you with their contact details and information on the property, the lease, the property condition report and anything else you may need to know.

Do I need to pay a rental bond?

- **Yes**, you will need to pay a bond when you sign the lease.

What if I need help to afford bond?

- A Bond Loan Scheme is available through Department of Communities.
- If you would like to access the Bond Loan Scheme, please speak with Nesti who can provide you with more information on this process.

How much is rent and how is it calculated?

- Rent is calculated at 25% of your income plus Centrelink Rental Assistance.
- **As an example:** Nic receives the full rate of Youth Allowance of \$677.20 plus \$7.00 electricity surplus. Nic's total income is \$684.20. 25% of Nic's income is \$171.05. Nic receives the full rate of Centrelink Rental Assistance, which is \$146.27. This means that Nic's fortnightly rent will be \$317.32 per fortnight, \$184.20 + \$146.27 (as of March 2026).



Frequently asked questions cont'd

Will I be responsible for utility costs and setting up the accounts?

- **Yes**, you will be responsible for setting up and paying for the utilities including electricity, gas and internet.
- Nesti will send you invoices for the payment of water usage.
- Any additional connections (e.g. anything other than water, gas, electricity, and internet) must be approved by Nesti if not already installed at the property. Specific requirements can be discussed with Nesti.

Do I have to apply for the Public Housing and/ or Community Disability Housing Program waitlist?

- No, you don't have to apply for the Public Housing and/or Community Disability Housing Program waitlists. However, applying for the Public Housing and Community Disability Housing Program Waitlists may provide you with more options for accommodation when you finish the SOAR Plus.
- As the SOAR Plus is transitional, you are encouraged to speak with your Support Provider as to whether applying for the Public Housing and/or Community Disability Housing Program waitlist is right for you.

How long can I stay in the SOAR Plus?

The SOAR Plus is a transitional program for up to three years (or less if you turn 25 before this).

What if I'm not ready to transition after three years?

- The SOAR Plus program is designed as a transitional program, typically lasting up to three years. If you're not ready to transition at the end of this period, your Support Provider and clinical case manager will work closely with you to understand your situation and explore your options.
- These options may include:
 - Identifying other support services that better match your ongoing needs.
 - Creating a transition plan to help you move forward at your own pace.
- The focus is on ensuring you feel supported and prepared for the next step in your recovery journey. Please speak with your Support Provider or clinical case manager to discuss your concerns and develop a plan that works for you.

What happens if no alternative housing is available after three years?

- Your Support Provider and clinical case manager will continue to help you explore all housing options.
- The Mental Health Commission does not support eviction into homelessness.

Why can't I stay in the SOAR Plus property after I no longer need SOAR Plus supports?

- Once you've reached your recovery goals and are ready to live independently, your Support Provider and clinical case manager will help you transition to other housing. This allows others to access the SOAR Plus and work toward their recovery goals.
- If you need ongoing or more intensive support, they will help you transition to a service that meets your needs.

Can I re-enter the SOAR Plus after I have left?

- **Yes**, it is possible to re-enter the SOAR Plus program if you need support again in the future. A referral would be welcome in the future.
- Re-entry will depend on your circumstances and the availability of program resources at the time.

Where can I find the Guidelines for the SOAR Plus?

The [SOAR Plus Guidelines](#) and a [flyer summarising the guidelines](#) are available online.

