

# Rural and Remote Housing Incentive Scheme information

Current as at 1 July 2025

**This document provides teachers and schools leaders with detailed information about the Department of Education's *Rural and Remote Housing Incentive Scheme*.**



## About the Rural and Remote Housing Incentive Scheme

The Rural and Remote Housing Incentive Scheme (RRHIS) has been established as an additional incentive for teachers accepting appointment or transfer to a school location with critical vacancies.

The RRHIS offers all newly appointed or transferring teachers to the eligible school locations, during the period 1 July 2024 and 31 January 2026, an incentive to cover reasonable housing costs for 12 months.

The RRHIS runs for a period of 12 months with eligible locations reviewed regularly. The RRHIS supplements the existing [Teacher Housing Policy](#).



## Eligibility

You are eligible for the RRHIS if you are a newly appointed or transferring teacher, or school leader commencing in an eligible state school.

If you already reside within 50 minutes of an eligible school that you are commencing at, you are not eligible. The department's [Teacher Transfer Guidelines](#) \* considers this a reasonable commuting distance from place of residence to work location.

You may also be eligible for incentives and benefits available to teachers under the department's [Recognition of Rural and Remote Service \(RoRRS\)](#) scheme.





## Eligible state schools

Eligible teachers relocating to any of the eligible schools as at 1 July 2025 are entitled to accommodation support for a total period of 12 months in the form of:

- initial temporary accommodation paid upfront by the department at no cost to the employee
- a taxable rental allowance to the value of the employees weekly rent expense from the start of the lease agreement.

You may be eligible for teacher housing in some locations, however availability is not guaranteed. Where possible, you will be placed in teacher housing at no cost under the RRHIS. If teacher housing is unavailable, the department will assist you to find accommodation through the rental market. The list of schools included in the RRHIS will be reviewed regularly. For eligible state schools as at 1 July 2025 please visit [Housing and Relocation Support](#).



## Key information

### Temporary accommodation

You may need to spend time in temporary accommodation in your new location while the department supports you in finding rental accommodation. Temporary accommodation may include, but is not limited to, hotels, motels and serviced apartments.

### Rental allowance

The department will provide rental allowance to the value of your weekly rent expense from the start of your lease agreement. For example, if you sign a lease for \$650 a week, you will receive a taxable payment of \$1300 (fortnightly). The allowance will be paid to you fortnightly in conjunction with your salary. You are responsible for making rent payments to the landlord/property manager as per your contracted lease agreement.

### Accommodation support period

The combined accommodation support provided to you is for a period of up to 12 months in total. If you have had prior time in temporary accommodation, this period will be deducted from the 12 months and the rental allowance will be paid on the remaining period. For example, you spend 2 months in temporary accommodation, therefore a total of 10 months of rental allowance will be paid to you.

### Lease agreement

You enter into a lease agreement with the landlord, not the department. This is a legally binding contract and as the signatory you are responsible for meeting the conditions of your lease.

### Bond payments and rent in advance

Most landlords/property managers will require you to pay a rental bond, equivalent to 4 weeks rent, in accordance with the requirements of the [Residential Tenancies Authority](#). The lease holder is responsible for payment of the bond and this is usually required within 24 hours of signing the lease. In addition to the bond, 2 weeks rent is often required upfront. The department requires a copy of your signed lease before your rental allowance can be paid. Please note that due to processing timelines your rent allowance will be back dated to the commencement of your lease.

### Bond support

Request for bond assistance/reimbursement will be considered by the Executive Director, Recruitment and Mobility on a case-by-case basis. Bond assistance/reimbursement requests can be sent to [concierge@qed.qld.gov.au](mailto:concierge@qed.qld.gov.au).

If the department provides support for payment of the bond amount this will be deducted from your rental allowance. For example if you receive assistance to pay the required 4 week rental bond, 4 weeks will be deducted from your rental allowance period.

### Uplift of personal goods

If you move from teacher housing to a private rental (or vice versa) while teaching at a RRHIS-eligible school, the department will cover the cost of a second uplift of your household goods.

### Financial advice

The department encourages you to seek independent financial advice, from your accountant, financial planner, tax agent or Centrelink.



## Concierge Services

The department's Concierge Service provides tailored relocation assistance, on appointment or transfer.

These arrangements are in addition to the standard relocation support that you may be eligible for.

Refer to the [Relocation Entitlements](#) \* booklet for information regarding standard relocation support for eligible teachers.

The department has engaged the Kent Relocation Group (Kent) as the provider to assist you with the Concierge Service. Kent's concierge consultants are based in regional centres and offer localised knowledge and advice.

The following services are available, dependent on location and individual requirements, through the department's Concierge Service:

### 1. Individual needs assessment

The concierge consultant will work closely with you to understand your unique requirements and preferences.

### 2. Booking of flights and temporary accommodation

### 3. Home search services

The concierge consultant will assist you in finding a suitable residence, considering your preferences and needs.

### 4. Settling-in service

From navigating your new surroundings to helping you get acquainted with local amenities, the concierge consultant will support you in the settling-in process.

The Concierge Service is a free optional service available to you to ensure a smooth transition to your new location. You do not need to do anything to access the Concierge Service. You will be referred to Kent, who will work directly with you.

## Individual needs analysis

Kent will complete an individual needs analysis with you in the initial stage of the Concierge Service.

The assessment gathers information on you and your family, including ages, medical needs, interests/hobbies, education services, and special requirements. The information gathered from the needs analysis informs the services required, including accommodation type, for a tailored employee experience.

## Booking of flights and temporary accommodation

The concierge consultant will discuss preferences for any flights and requirements for temporary accommodation based on individual needs.

Flight costs and temporary accommodation are paid in full and upfront by the Concierge Service. There is no cost to you.

You may be entitled to claim other expenses. Please refer to the [Relocations Entitlement](#) \* booklet for more information.

## Home search services

If teacher housing is unavailable, the concierge consultant will assist you with finding accommodation through the rental market.

The home search service is delivered in person or online with a concierge consultant. The services available include:

- shortlist properties (based on needs analysis) including organising appointments on your behalf
- Home Search Program Day accompanied by relocation consultant
- advocate for you once your application is submitted, following up with the property agent on the application
- lease review
- property condition reporting support
- provision of factsheets and support materials.

## Settling-in service

The settling-in service is delivered by the concierge consultant. The services available include:

- accompanied familiarisation tour of the local area – this could include local schools, childcare, overview of public transport system and local facilities. For example, medical, sporting, recreational, shopping, religious and other areas of interest
- accompanied property condition reporting
- assistance with setting up utilities
- option for a city-specific Kent City Guide and curated Digital Welcome Pack.



## Accessing the RRHIS

You don't need to do anything. The teacher recruitment team, your school or regional representative will manage your referral to the Concierge Services team.



## Frequently asked questions

**Q. I am commencing an appointment at a school on the list in Term 4 2025. Will I be eligible for 12 months accommodation support or only up until 31 January 2026?**

A. You will be eligible for the full 12 months accommodation support.

**Q. If the department pays or reimburses my bond, is this deducted from my duration of accommodation support?**

A. Yes, if you request a bond payment/reimbursement from the department and it is approved, then the equivalent time is deducted from the 12 months accommodation support. Requests can be emailed to the Executive Director, Recruitment and Mobility at [concierge@qed.qld.gov.au](mailto:concierge@qed.qld.gov.au).

**Q. Is there a minimum term contract to be eligible for the allowance?**

A. Yes, no less than 6 months. Availability for 6 month rental accommodation/lease agreement is unlikely.

**Q. If I reside within 50 mins of the appointment at an eligible school, am I eligible for the scheme?**

A. No.

**Q. Are Permission to Teach eligible?**

A. Yes.

**Q. Are departmental interns (T2T and TTT) eligible during their internship year?**

A. Yes.

**Q. Are relieve at/above Level (RAL) eligible?**

A. Yes, if you meet the minimum contract time of 6 months. RAL teachers on the scheme are ineligible to claim meals and reunion visits.

**Q. Will the schools on the list be reviewed?**

A. Yes. The list of schools will be reviewed in week 5 of every term for the duration of the scheme.

**Q. What is temporary accommodation?**

A. Temporary accommodation is short term accommodation until a lease can be entered into or teacher housing provided. Examples of temporary accommodation include, but are not limited to: hotel, motel, serviced apartment.

**Q. What are reasonable costs and how are they determined?**

A. The department does not set or define reasonable costs. The department considers personal circumstances and the local rental market on a case by case basis.

**Q. Are there any other benefits that I am eligible for?**

A. You may be eligible other incentives. Please refer to the [Teach Queensland](https://www.teachqueensland.qld.gov.au) website.

**Q. If I remain teaching at the school, will I be eligible for teacher housing in that location once my accommodation support period and/or private rental agreement ends?**

A. If teacher housing is readily available at the end of your accommodation support period and/or private rental agreement under the RRHIS, you will be eligible for teacher housing in that location.

### Further information

Contact the Concierge Services team at [concierge@qed.qld.gov.au](mailto:concierge@qed.qld.gov.au).