GRIFFITH UNIVERSITY

STRA RESEARCH REPORT

More Than a Bed

How short-term rentals support Australians through crisis, care, work and change.

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Research confidentiality

This research was conducted in accordance with Griffith University's human research ethics requirements. Information provided by research participants has been treated confidentially and stored securely. Guest and host participants have been anonymised in this report. Organisational affiliations are identified only where permission was provided, while individual organisational participants remain anonymous.

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Executive Summary

The role of short-term rental accommodation (STRA) in Australia's housing mix is a topic of fierce debate, but what is less well discussed, documented and researched are the many and varied uses of flexible housing[1].

When asked to picture a typical short-term rental, many Australians will default to a holiday destination, despite evidence that non-leisure stays account for approximately 30–40% of STRA demand[2,3]. Research has demonstrated that STRA supports a wide range of temporary accommodation needs beyond tourism, including emergency accommodation following natural disasters; domestic and family violence; housing damage; medical travel; temporary work assignments; and residential relocation. However, too little is known about how guests and hosts engage with non-leisure STRA, the patterns that characterise this type of use and the conditions that enable or constrain its role[4,5].

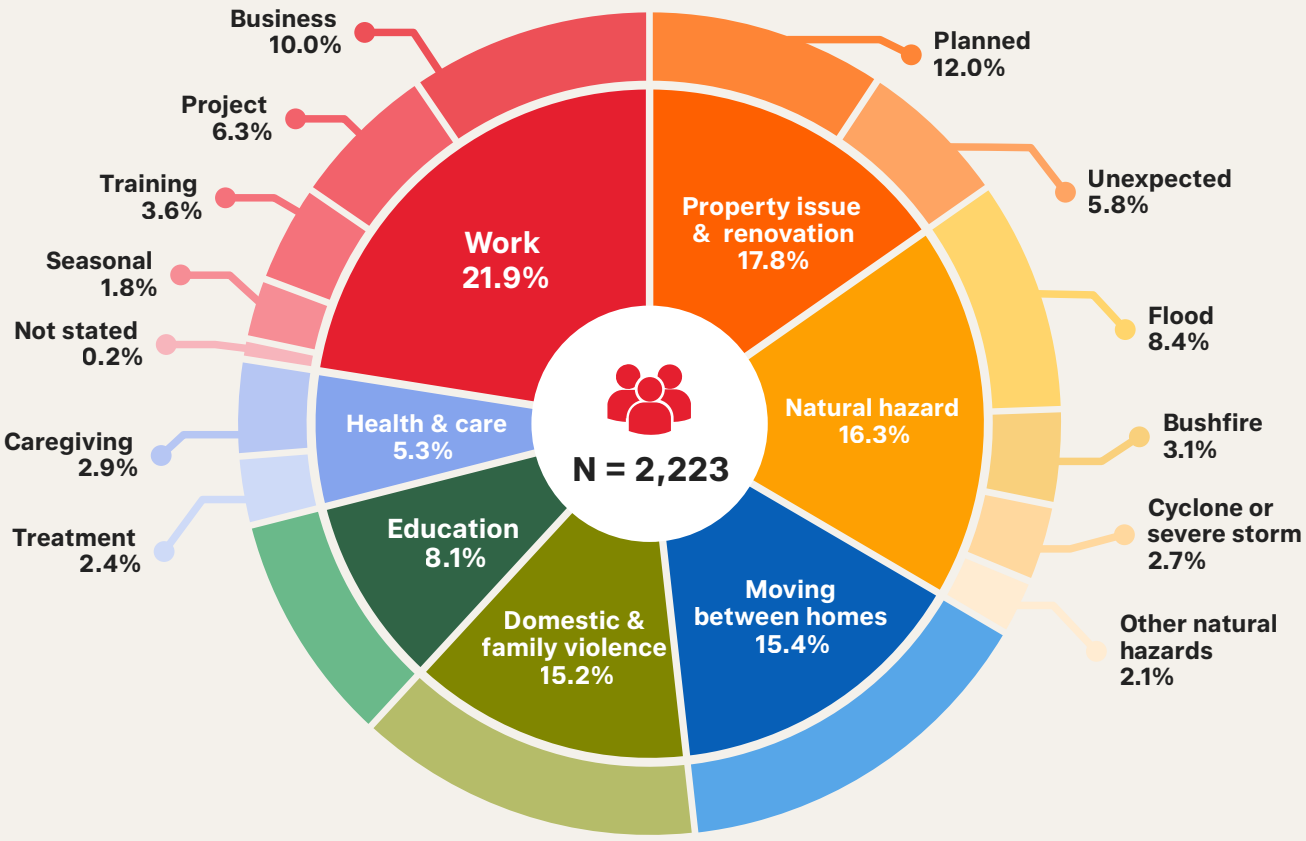
This landmark report examines the characteristics of non-leisure STRA via three complementary research questions:

01. How and why do guests use short-term rental accommodation (STRA) for non-leisure purposes, and how do hosts experience and respond to this demand?

02. What patterns and segments characterise non-leisure STRA use in different contexts?

03. What conditions enable or constrain STRA's role in supporting non-leisure STRA needs, including the potential to reduce stress related to housing in particular circumstances?

Key Findings



STRA functions as a flexible layer within Australia's temporary accommodation system, complementing hotels and long-term rentals, particularly where accommodation needs are urgent, uncertain in duration or difficult to meet through conventional accommodation pathways. Policy and regulatory responses that recognise this broader role can better account for both housing stability considerations and the temporary accommodation needs associated with crisis and displacement.

The report's findings provide a comprehensive understanding of how non-leisure STRA functions, and its implications for housing, mobility and temporary accommodation policy:

- **The report classifies non-leisure travel across seven categories**, with work representing the largest individual category at 21.9% of surveyed participants.
- **Natural hazard and domestic and family violence-related stays together account for the non-leisure STRA needs of almost one-third of survey respondents (31.5%).**
- **Guests value more than price and location.** Stability and continuity of daily life, a home-like environment, support during emergencies, independence and flexible booking terms emerged as important considerations in non-leisure stays.
- **STRA supports urgent accommodation needs.** STRA can be particularly important when accommodation is needed at short notice, including where securing a longer-term rental within the required timeframe may be difficult. More than 80% of respondents in both the natural hazard and domestic and family violence categories reported immediate or short-notice booking.
- **Organisations rely on STRA supply.** Insurers, healthcare providers, employers, universities, community, not-for-profit organisations and emergency-response organisations act as intermediaries connecting displaced or mobile individuals to accommodation, particularly during disasters, medical treatment and housing disruption.

Considerations for Policymakers and Stakeholders

These findings point to three priorities for policymakers and stakeholders seeking to support non-leisure STRA:

- **Account for non-leisure uses when assessing STRA policy.** Non-leisure stays involve accommodation functions, guest needs and hosting practices that differ from those associated with leisure travel. Policy and regulatory assessments should therefore take these uses into account when considering the broader implications of STRA regulation.
- **Strengthen organisational pathways that support temporary accommodation.** Different non-leisure categories rely on different organisational pathways including employers, universities and training providers, insurers and relocation providers, healthcare providers and community and emergency-response organisations. Stronger coordination between these organisations, STRA platforms and hosts could improve access to suitable temporary accommodation, particularly for urgent, complex or prolonged needs.
- **Support continued access to non-leisure STRA.** Continued access depends on accommodation supply, host willingness, organisational capacity and a regulatory environment that recognises STRA's broader role. Regulatory settings that affect STRA supply should therefore consider their implications for access to temporary accommodation during periods of mobility, transition, disruption and emergency.

See Appendix A for definitions of key terms used throughout this report.

1. Research Approach and Data Sources

1.1 Overview

The project was conducted in sequential phases (Appendix B). Stage 1 interviews informed the development of the national guest and host surveys, allowing themes identified during the interviews to be examined across a larger sample. Human research ethics approval was obtained from Griffith University and all participants provided informed consent prior to participation.

Guest, host and organisational interviews provided an in-depth understanding of non-leisure STRA experiences and perspectives. The national guest and host surveys examined these themes across a broader sample, while the regulatory review provided context for interpreting the findings within Australia's policy environment.

1.2 Interviews

68 semi-structured interviews were conducted between December 2025 and June 2026. Interviews typically lasted 45–60 minutes and involved guests, hosts and organisational stakeholders (Table 1).

Table 1 Interview Participants

	Number of Participants	Recruitment	Interview focus
Guests (Appendix C)	34	Social media advertisements and study invitations	Accommodation needs, booking decisions, stay experiences and impacts on daily life
Hosts (Appendix D)	28	Host communities and relevant industry networks*	Hosting practices, communication, challenges, benefits and management decisions
Organisations	6	Professional networks and sector contacts	How organisations use STRA to facilitate temporary accommodation

Guest and host participants were anonymised and are identified throughout the report using participant numbers. Organisational affiliations are reported with permission, while individual organisational participants remain anonymous.

Procedures were implemented to ensure the integrity of the online interviews, including protocols for identifying potential fraudulent participation and AI-generated responses (Appendix E).

Interview data were coded manually and analysed thematically to identify recurring accommodation needs, guest experiences, hosting practices, organisational arrangements and structural conditions associated with non-leisure STRA.

* Airbnb supported access to host recruitment channels but was not involved in selecting participants, collecting responses, analysing the data, or interpreting the findings.

See Appendix F for the interview design, Appendix G for the guest interview guide, and Appendix H for the host interview guide.

1.3 National Survey

Two national surveys were conducted.

Guest survey (Appendix I)

- Collected responses from 2,223 individuals who had used STRA for non-leisure purposes between 2020 and 2026
- Respondents were recruited through the Qualtrics research panel
- Examined the seven non-leisure stay categories and collected information on accommodation characteristics, travel patterns, booking behaviour, accommodation needs, payment arrangements and stay experiences

Host survey (Appendix J)

- Collected responses from 420 hosts who had accommodated non-leisure guests
- Distributed to hosts, with participation voluntary and responses submitted directly to the research team
- Examined host characteristics, hosting practices, perceptions of non-leisure demand and experiences of accommodating non-leisure guests

Standard quality assurance procedures were applied during data collection and cleaning. Survey data were analysed using descriptive, comparative, spatial and inferential statistical techniques.

1.4 Regulatory Review (Appendix K)

A review of STRA regulatory frameworks across Australian jurisdictions was undertaken to provide context for interpretation of the study findings. The review examined relevant legislation, policy documents and regulatory requirements, with particular attention to their implications for non-leisure STRA.

See Appendix L for the survey design, Appendix M for the guest survey and Appendix N for the host survey.



2. Understanding Non-Leisure STRA

2.1 Overview

This research highlights the range of functions STRA performs in non-leisure contexts and provides evidence on how these uses respond to different temporary accommodation needs. This section presents:

- The seven categories of non-leisure STRA use (2.2)
- The four conditions shaping non-leisure STRA demand (2.3)
- Characteristics and amenities most in demand across non-leisure STRA (2.4)
- An examination of planning timeframes and travel motivations by category (2.5).

2.2 Non-Leisure STRA Stay Categories

The seven non-leisure STRA categories were developed from previous research on non-leisure accommodation use and refined through the interviews undertaken for this project. They capture the main circumstances in which people use STRA for purposes other than leisure and provide the common framework for participant recruitment, data collection and analysis throughout the study. The categories—representing different forms of non-leisure STRA use—are presented in Table 2. Organisations facilitate access to STRA by coordinating bookings, providing funding, arranging referrals or supporting guests throughout their stay.

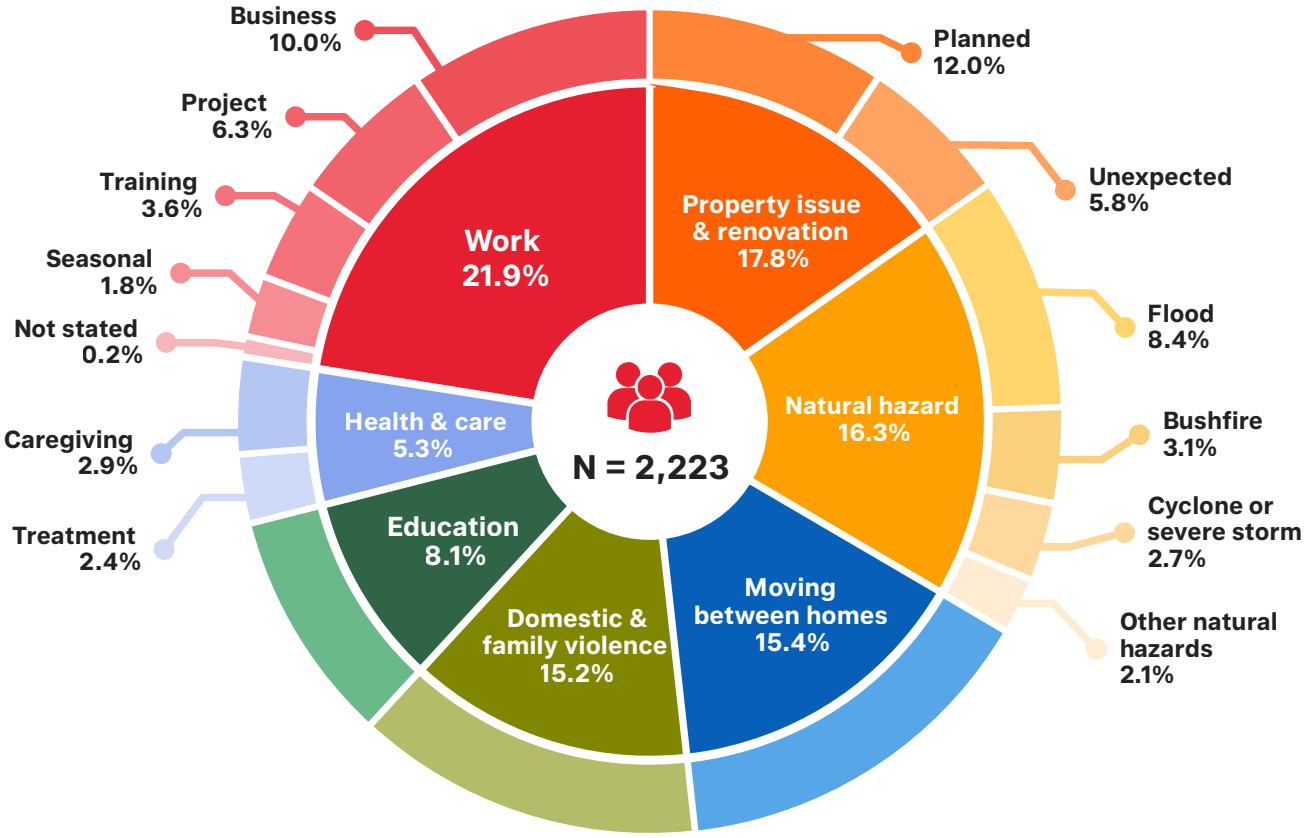
Table 2 Non-Leisure STRA Stay Categories

Stay category	Sub-category	Description	Facilitating organisations
Work	Working assignment Professional duty Project-based work Routine weekly work	Employment or professional requirements and tasks while maintaining a primary residence	Employers and sponsoring organisations
Property issue & renovation	Planned home renovation/maintenance	Planned relocation due to pre-identified construction, renovation or maintenance works	Insurers and relocation providers
	Emergency housing displacement	Sudden and uncontrollable loss of habitable housing (e.g., water damage or flooding)	
Natural hazard	Pre-disaster evacuation	Relocation in anticipation of an imminent disaster or crisis	Crisis and emergency response organisations
	Post-disaster displacement	Relocation resulting from disasters or crises that render continued residence unsafe or impossible	
Moving between homes	Transitional relocation before long-term move	Initial temporary stay in anticipation of a long-term stay for employment, education or any lifestyle changes	Insurers and relocation providers
Domestic & family violence	Emergency safety relocation	Relocation to ensure personal physical safety from immediate domestic or family violence	Crisis and emergency response organisations
Education	Educational program or activity (e.g., exam, placement, excursion or language learning)	Specific educational event or requirement	Educational institutions
Health & care	Caregiving	Stays by individuals providing informal care to family members due to health needs	Healthcare organisations
	Treatment	Stays that include the patient, with or without accompanying caregivers, for treatment, recovery or hospital access	

Note: Illustrative guest case studies corresponding to each category are provided in Appendix O.

The same framework was applied in the national guest survey. Figure 1 shows the distribution of the 2,223 survey respondents across the seven non-leisure stay categories and their associated sub-categories, illustrating the diversity of non-leisure STRA use captured in this study (Appendix P).

Figure 1 Distribution of Guest Survey Respondents Across Non-Leisure STRA Categories



The survey findings highlight key patterns in the distribution of non-leisure STRA demand across categories:

- Natural hazard and domestic and family violence-related stays together accounted for 31.5% of respondent needs. Although these categories reflect different circumstances, both are characterised by particularly short planning horizons and high levels of immediate or short-notice booking.
- Work travel accounted for the largest stand-alone share of non-leisure travel, at 21.9%.
- Property issue and renovation represented 17.8% of non-leisure travel.
- Education and health and care represented smaller but distinct categories of non-leisure STRA use, highlighting the breadth of circumstances in which temporary accommodation is required.
- The sub-categories further demonstrate that each broad category encompasses different circumstances and accommodation needs, from project work and seasonal employment to planned renovation and sudden displacement. Further details on the sub-categories are provided in Appendix P.

2.3 Conditions Shaping Non-Leisure STRA Demand

Non-leisure STRA demand arises from a range of structural conditions that create temporary accommodation needs beyond tourism. Interview findings identified four conditions shaping non-leisure STRA demand in the Australian context: location-related constraints; accommodation market gaps; temporary labour mobility; and access to specialised healthcare and caregiving mobility.

These conditions help explain when and why STRA can be well suited to particular non-leisure accommodation needs.

2.3.1 Location-Related Constraints

Location-related constraints arise when the purpose of a stay requires guests to be close to a particular workplace, service, property or community. These constraints can be particularly important in regional areas, where distances between accommodation and essential destinations may be substantial. Interview participants described demand linked to hospitals, construction work and local events, with proximity shaping where guests needed to stay.

> 'Maybe one in five to seven bookings would be work-related ... 20% maybe, or a little bit less ... I live on the South Coast ... Demand is linked to hospitals, construction work and local festivals'.

Host #4, 11 years of hosting experience

2.3.2 Accommodation Market Gaps

Accommodation market gaps can intensify demand for temporary accommodation when other accommodation options are limited or cannot be secured within the required timeframe. In some regional areas, hotel supply may be limited. Long-term rentals can also take time to secure, particularly for people without an established local rental history or where applications involve references and supporting documentation.

> 'When we just arrived in Australia ... If we want to rent a long-term accommodation in real estate ... they always ask us to provide a reference person or some document ... we don't have any rent experience in Australia before ... Within the 10 days, we need to make a decision ... however, they can only provide the long-term accommodation after a month'.

Guest #22, an international student from China, moved with her husband

Demand is also intensified when the duration of displacement is uncertain and conventional short-stay accommodation becomes impractical.

> 'We were not certain about when the renovation would really finish. So staying in the hotel wasn't very the best option at that time'.

Guest #19, a displaced guest whose husband worked in the hotel industry

2.3.3 Temporary Workforce Mobility

Australia's labour market requires substantial temporary mobility across sectors such as healthcare, education, construction, mining and agriculture. These work patterns generate demand for accommodation that supports temporary assignments while allowing workers to maintain everyday routines. Hosts frequently described accommodating professionals travelling between regional centres for short-term employment or service delivery.

> 'I'm based in regional Victoria. If you are in a non-metro area, you tend to have a different guest profile ... Even though my town is a high-tourism area, it is surrounded by two major regional towns. We often host workers and hospital staff coming from nearby regional towns, as we are about 20 minutes away'.

Host #3, 12 years of hosting experience



2.3.4 Access to Specialised Healthcare and Caregiving Mobility

The geographic concentration of specialised healthcare can generate temporary accommodation needs not only for patients, but also for family members and carers who travel to support them. People living in regional and remote areas may need to travel to larger centres for specialist treatment, surgery or recovery, creating accompanying accommodation needs for those providing care and support. In these circumstances, STRA can provide family members and carers with accommodation close to the patient or treating facility, while also providing the space and facilities needed for stays that may extend over several days or weeks. Interview participants described caregiving arrangements in which family members travelled, stayed nearby and shared caring responsibilities during treatment and recovery.

> 'We had one lady come and stay who was going to receive a liver transplant. She had her family supporting her through the journey so that the family would swap out and they would come and help to take care of her. This was before and after the hospital stay, as she couldn't travel. She had come from a regional area'.

Host #19, 12 years of hosting experience

> 'I host a lot of grandparents coming in to assist families about to have another baby or having their first baby. They travel to be near family when there isn't enough space to accommodate everyone. They often arrive the week before the baby is due to help with preparations. These stays are typically around two weeks'.

Host #6, 10 years of hosting experience

2.4 Accommodation Characteristics across Categories

Accommodation characteristics provide additional insight into how STRA is used across these categories. Table 3 compares the seven categories using three indicators: length of stay, accommodation type and travel composition.

Table 3 Accommodation Characteristics across Segments (Guest Survey)

Length of stay	Work	Education	Health & care	Domestic & family violence	Natural hazard	Property issue & renovation	Moving between homes
Short (≤1 week)	**67.3%**	**48.1%**	**62.7%**	**60.9%**	**37.0%**	**39.9%**	**38.6%**
Medium (1–4 weeks)	**27.6%**	**42.0%**	**27.1%**	**29.3%**	**52.2%**	**46.5%**	**31.9%**
Long (1–3 months)	**4.3%**	**8.3%**	**8.5%**	**7.7%**	**9.1%**	**12.4%**	**25.4%**
Extended (>3 months)	**0.8%**	**1.7%**	**1.7%**	**2.1%**	**1.7%**	**1.3%**	**4.1%**
Dwelling type	Work	Education	Health & care	Domestic & family violence	Natural hazard	Property issue & renovation	Moving between homes
Apartment	**13.6%**	**15.9%**	**12.9%**	**6.6%**	**3.5%**	**12.8%**	**18.6%**
House	**25.7%**	**25.6%**	**18.8%**	**42.6%**	**45.3%**	**35.0%**	**23.4%**
Serviced apartment	**48.7%**	**39.6%**	**46.5%**	**39.4%**	**40.4%**	**39.3%**	**42.0%**
Granny flat	**3.9%**	**5.5%**	**9.9%**	**6.6%**	**6.1%**	**7.9%**	**5.8%**
Private room	**8.0%**	**13.4%**	**11.9%**	**4.7%**	**5.0%**	**4.9%**	**10.3%**
Travel party	Work	Education	Health & care	Domestic & family violence	Natural hazard	Property issue & renovation	Moving between homes
Alone	**61.6%**	**57.0%**	**29.7%**	**43.0%**	**21.9%**	**39.9%**	**42.2%**
With adults	**27.9%**	**25.7%**	**48.3%**	**15.9%**	**20.5%**	**17.8%**	**28.3%**
Mixed	**9.1%**	**13.4%**	**18.6%**	**30.1%**	**46.8%**	**36.1%**	**25.4%**
With children	**1.4%**	**3.9%**	**3.4%**	**11.0%**	**10.8%**	**6.1%**	**4.1%**

Note: 'Mixed' travel party refers to respondents who stayed with a combination of adults, children and/or pets.

These indicators distinguish stays primarily associated with individual mobility from those functioning as temporary housing during periods of disruption, relocation or transition (Appendix Q):

- Length of stay. Short stays (≤1 week) were most common in the work, health and care, and domestic and family violence categories. In contrast, moving between homes recorded the highest proportion of medium- and longer-term stays, indicating that STRA frequently functions as transitional housing rather than overnight accommodation. Although work-related stays were typically short, interview findings indicate that many guests preferred STRA because it better supported everyday routines through access to kitchens, laundry facilities, workspaces and other home-like amenities. Accommodation choice was therefore influenced by functional requirements rather than length of stay alone.
- Accommodation type. Houses were most common in natural hazard and domestic and family violence-related stays, reflecting household-based accommodation needs during periods of disruption. Serviced apartments were more common in work and health and care stays, consistent with individual mobility and access to employment or healthcare.
- Travel composition. Work and education stays were predominantly undertaken alone, while natural hazard, property issue and renovation and moving between homes more frequently involved families and mixed travel groups. These patterns reinforce the distinction between mobility-oriented stays and household-based temporary accommodation.

Table 4 compares the accommodation features selected as essential by respondents across the seven non-leisure STRA categories.

Table 4 Accommodation Features Selected as Essential by Non-Leisure STRA Guests

Segment	Work	Property issue & renovation	Natural hazard	Moving between homes	Domestic & family violence	Education	Health & care
Kitchen	54.7%	64.4%	62.2%	67.8%	54.7%	57.5%	58.5%
Laundry	47.3%	53.8%	55.2%	58.8%	49.7%	54.1%	43.2%
Private toilet	53.5%	46.5%	48.3%	49.1%	38.2%	50.8%	55.9%
Reliable internet	61.1%	47.2%	42.0%	42.4%	39.1%	52.5%	39.0%
Location	51.0%	47.2%	26.5%	47.1%	36.1%	53.6%	55.1%
Parking	47.1%	47.7%	30.9%	43.9%	30.5%	39.8%	45.8%
Physical accessibility features	28.0%	27.0%	24.9%	23.7%	37.3%	24.3%	39.8%
Outdoor space	26.7%	29.5%	32.3%	20.8%	28.7%	21.5%	27.1%
Child-friendly	10.9%	26.0%	33.7%	26.6%	38.2%	13.3%	17.8%
Extra space for bulky items	17.3%	26.3%	27.3%	15.2%	29.0%	18.8%	16.1%
Workspace	41.6%	17.2%	18.0%	13.7%	11.8%	24.3%	9.3%
Pet-friendly	8.6%	24.5%	19.3%	17.0%	29.6%	8.3%	11.0%

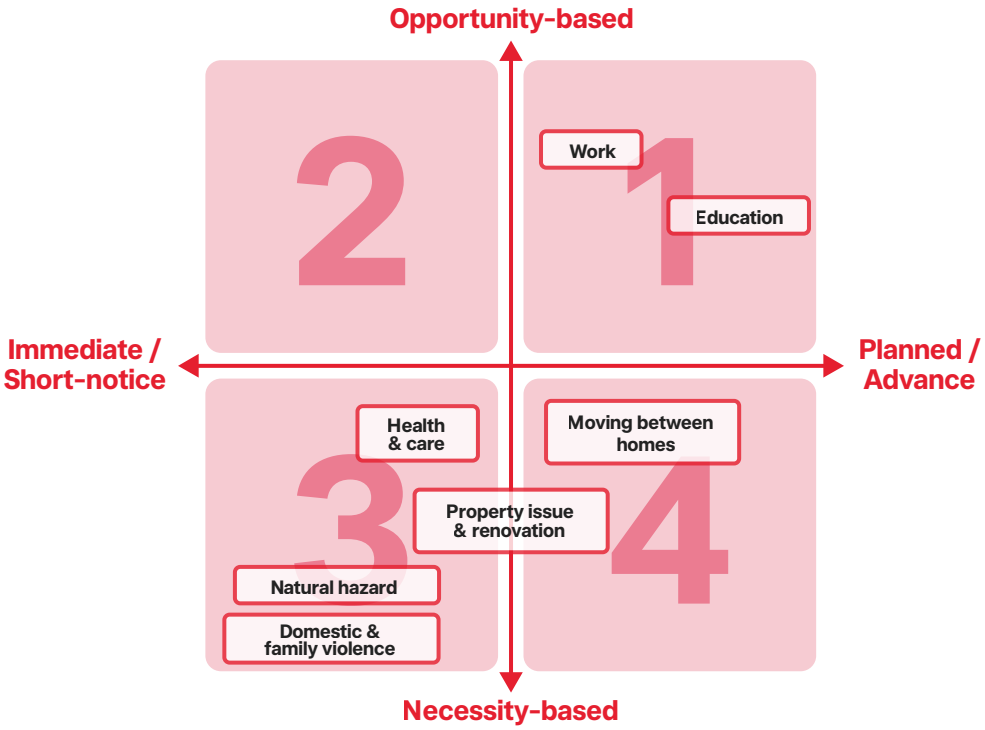
Respondents were asked to select all accommodation features they considered essential for their non-leisure stay. Table 4 shows the percentage of respondents in each category who selected each feature. These differences reflect the distinct accommodation requirements associated with different forms of non-leisure travel:

- Home-based facilities were consistently selected as essential across categories. Kitchen access was selected by more than half of respondents in every category and was particularly prominent among guests moving between homes (67.8%) and experiencing a property issue and renovation (64.4%) or natural hazard (62.2%). Laundry and private bathroom facilities were also frequently selected, reinforcing the importance of accommodation that supports everyday living.
- Location was frequently selected for health and care, education, work, property issue and renovation, and moving between homes, consistent with these categories often requiring access to a particular workplace, institution, service, property or community. Some categories showed more specialised accommodation requirements. Physical accessibility features were selected most frequently in health and care (39.8%) and domestic and family violence-related (37.3%) stays.
- Guests fleeing domestic and family violence also showed comparatively higher selection of child-and pet-friendly features.
- Work-related stays showed a distinct need for digital and work facilities. Reliable internet was selected by 61.1% of work-related guests and dedicated workspace by 41.6%, substantially higher than in most other categories. Reliable internet was also frequently selected for education-related stays (52.5%).

2.5 Motivation Across Categories

Non-leisure guests prepare for travel across two dimensions: the planning timeframe and travel motivation. Developed from interviews and supported by the national guest survey, Figure 2 plots the seven categories across these two axes.

Figure 2 Non-Leisure STRA Use by Guest Motivation and Planning Horizon



Note: The positioning of categories within the framework is indicative and reflects dominant patterns identified through the interviews and supported by the survey findings.

2.5.1. Planning Timeframes and Travel Motivations

The vertical axis in Figure 2 distinguishes between opportunity-based and necessity-based travel:

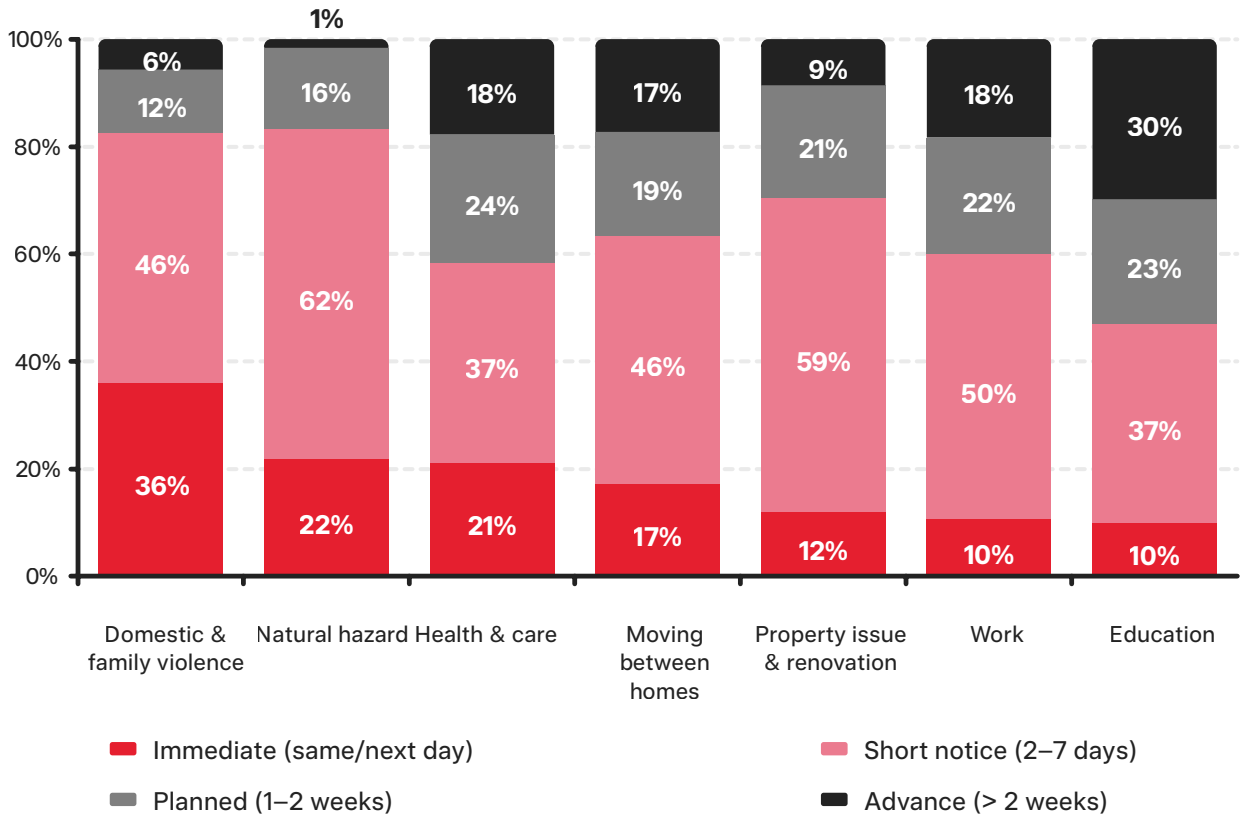
- Opportunity-based travel occurs when people temporarily relocate to pursue employment, education or other activities.
- Necessity-based travel arises from circumstances outside their control, such as housing disruption, natural hazard, domestic and family violence-related concerns or the need to access essential services.

The horizontal axis distinguishes between accommodation that can be planned in advance and that required immediately or at short notice. This reflects whether guests have time to arrange accommodation before travel or require accommodation in response to unexpected circumstances.

Figure 3 compares booking urgency, highlighting the substantially different planning timeframes across the seven non-leisure categories:

- Natural hazard (83.4%) and domestic and family violence-related (82.5%) stays were most commonly booked at immediate or short notice.
- Education (53.0%) and health and care (41.5%) stays were more often planned in advance.

Figure 3 Booking Urgency by Segment



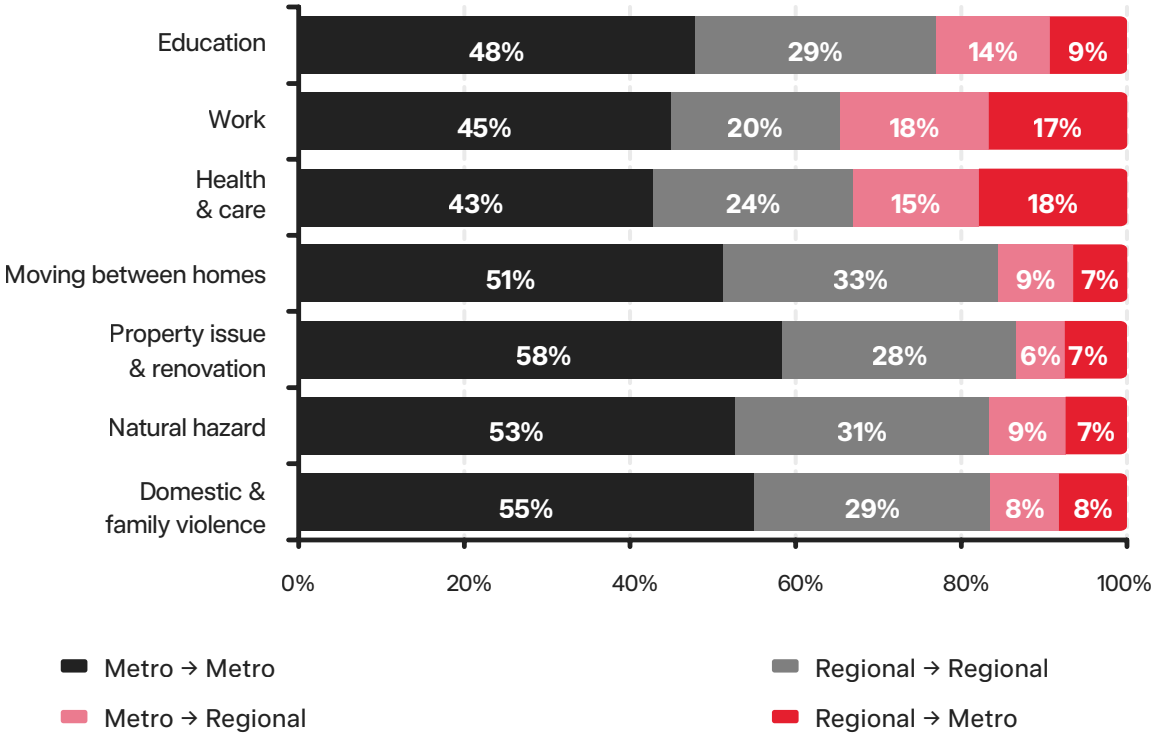
Note: Segment differences in booking urgency are significant (chi-square, $p < 0.001$).

2.5.2 Metropolitan and Regional Travel Trends

Figure 4 provides additional context by showing that the categories are associated with different patterns of spatial mobility:

- Work and education both involve travel between metropolitan and regional locations, consistent with travel to specific employment and educational destinations.
- Property issues and renovations, natural hazards, domestic and family violence and moving between homes are more frequently associated with travel inside the same metropolitan or regional area, reflecting the need to remain close to home during periods of disruption.

Figure 4 Spatial Flow Distribution by Segment



Note: Segment differences in metro/regional spatial flow are significant ($p < 0.001$). Remote spatial flows are excluded from this simplified metro/regional figure.



3. Guest Perspective

3.1 Overview

This section explores why guests choose STRA, the accommodation needs they seek to meet and the benefits they experience during non-leisure stays. The section:

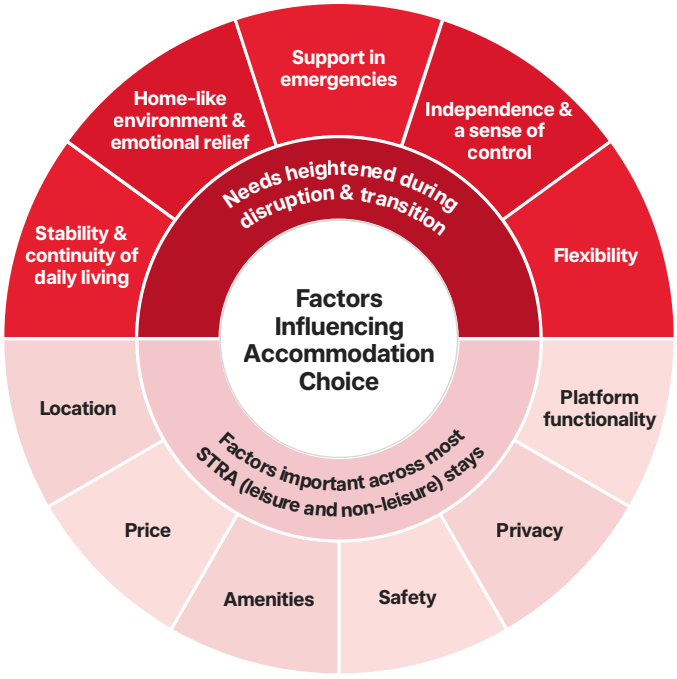
- Identifies accommodation needs that become particularly important in non-leisure stays (3.2)
- Examines these characteristics through functional, psychosocial and platform dimensions (3.3)
- Presents four case studies of guests in non-leisure STRA, highlighting these characteristics and dimensions (3.4).

3.2 Non-Leisure Guest Needs

Guest interviews identified two broad groups of accommodation needs:

- Some are accommodation features that guests commonly consider when choosing STRA regardless of travel purpose, including location, price, amenities, privacy, safety and platform functionality.
- Others become particularly important in non-leisure stays because they help guests manage disruption, relocation, caregiving, recovery and other temporary changes in their daily lives. Figure 5 summarises these two groups of needs.

Figure 5 Guest Needs in Non-Leisure STRA Use



The distinction is important because it shows that non-leisure guests are not simply choosing accommodation differently; they are using STRA to meet needs that are less prominent in leisure travel, such as maintaining everyday routines, preserving independence, reducing stress and responding to unexpected life events. These additional needs help explain why many guests choose STRA over more traditional forms of accommodation, even for relatively short stays. Survey findings indicate that STRA forms part of Australia's broader temporary accommodation system by complementing, rather than simply replacing, traditional accommodation options.

3.3 Guest Requirements and Associated Benefits

This section examines guest requirements and the associated benefits of STRA across three dimensions: functional, psychosocial and platform. These dimensions explain how STRA supports non-leisure guests during periods of disruption, transition and temporary mobility. The findings describe the accommodation needs that characterise non-leisure STRA from the guest perspective. The following section examines the complementary host perspective by exploring the hosting practices that support these needs.

Survey findings complement the interview results by showing that guests consistently rated their STRA experiences highly across three dimensions: functional, psychosocial and platform. Mean scores were consistently high across all three, generally ranging from 4.0 to 4.2 on a five- point scale (Appendix R). Respondents generally reported that STRA supported the practical, emotional and booking-related needs associated with non-leisure stays.

3.3.1 Functional Dimension

The functional dimension reflects the extent to which STRA supports the practical requirements of non-leisure stays, including the purpose of the trip, maintaining everyday routines, preserving independence and providing access to suitable facilities.

Many of the accommodation features valued by non-leisure guests are also important in leisure travel, including location, price, safety, privacy and accommodation facilities. However, these features often serve different purposes in non-leisure stays because they support work, caregiving, relocation, recovery and other forms of temporary mobility. Accommodation requirements also vary across the seven non-leisure stay categories, reflecting the different circumstances giving rise to temporary accommodation needs.

Maintaining everyday routines

Many guests described the importance of maintaining everyday routines during periods of disruption. STRA provided a stable and dependable environment that enabled them to rest, organise daily activities and continue their normal routines despite uncertain circumstances, changing schedules, or extended stays.

> ‘I had slightly different routines, but I basically kept all the same, like daily routines. I think the stay was a positive influence because I was able to keep those same routines’.

Guest #30, a worker staying for an event/festival

> ‘I had a clear division of spaces, like a work area, a rest area and a kitchen. That helped me to maintain my regular routine. Once we realised the stay would be longer than one week, we found a whole apartment. We got the things I needed for myself for my daily routine’.

Guest #11, an informal caregiver for her aunt after discharge

Independence and control

STRA gives guests greater independence and control during non-leisure stays. A self-contained living space enables them to work, rest, recover, provide care and carry out everyday activities without unnecessary disruption. Separate spaces for different activities help maintain normal routines during periods of temporary relocation or change.

> ‘There were bedrooms for the kids, so it wasn’t a shared space. It had at least three bedrooms, so I could have a son and a daughter. They could be in a separate rooms’.

Guest #15, a mother relocating her family after her house flooded

> ‘One of my dad's friends came over because he came to see him in the hospital and wanted to stay during the early stages. My mum also came to stay, so the sofa became a sofa bed, there was still space for them’.

Guest #9, an informal caregiver for her father

Although many work-related stays lasted less than one week, accommodation choice was driven by functional requirements rather than length of stay alone. Guests frequently preferred STRA because it enabled them to cook, do laundry, work comfortably and maintain everyday routines during temporary assignments.

Survey respondents also gave consistently high ratings to the functional dimension (Appendix R) highlighting the importance of practical facilities, everyday routines and independent living across a wide range of non-leisure stays.

3.3.2 Psychosocial Dimension

The psychosocial dimension reflects how STRA supports guests' wellbeing by providing privacy, safety, comfort and a home-like environment during non-leisure stays.

Home-like environment and emotional relief

Beyond meeting practical needs, many guests valued staying in a home-like environment rather than temporary lodging. This helped reduce stress, provided comfort during challenging circumstances and allowed them to rest and regain a sense of normality.

> 'To be honest, I didn't really consider hotels, as I prefer the feel of [STRA]. Even when I stay in a studio apartment, it has a home feel. There is no restriction on things like cooking or facilities. It also has more space, so it feels roomier. I see it as a home away from home versus going into a hotel. I tend to associate hotels more with holidays, when I'm out and about'.

Guest #9, an informal caregiver for her father

> 'It was nice. It was special. It felt like home, but a home where I didn't have to worry about what was going to happen in my own household. It was like I could breathe. I knew I had a roof over my head, and I knew my kids would be able to sleep in a bed'.

Guest #27, a domestic violence survivor



Support during disruption

STRA provides immediate accommodation during emergencies and other urgent situations. It enables people to relocate quickly, establish a temporary living base and respond to changing circumstances, particularly during health- and safety-related events.

> 'I was with my daughter, and it was straight after a domestic violence incident where I had to vacate the home, so it was a bit of a rushed situation. We stayed in [STRA] for a few days until I organised something a bit long-term. I needed that space to myself for the first few days, until I could get my head together and think about the next steps'.
>
> Guest #26, a domestic violence survivor

> '[STRA platform] gave us different options. It was furnished and ready for short-term accommodation following a critical incident for us. It was turnkey, meaning everything was there and we could just move in and work things out from there. It made it less stressful cause we had a roof over our head. We were able to find something very quickly'.
>
> Guest #16, a partner and father, relocating with his family after a burst pipe

Survey respondents consistently gave high ratings to the psychosocial dimension (Appendix R). These results show that STRA generally provided a home-like environment that supported comfort, wellbeing and emotional stability during non-leisure stays.

3.3.3 Platform Dimension

The platform dimension reflects how easily guests can find, compare, book and manage accommodation that meets their needs within the required timeframe.

Flexibility

Flexibility is an important part of non-leisure STRA. Guests often need accommodation that can adapt to changing circumstances, particularly when travel is uncertain or time sensitive. Clear and reliable information helps them make informed decisions, while flexible booking, cancellation and stay extensions allow plans to change as circumstances evolve. In these situations, even small changes in timing, duration or location can affect daily routines and access to work, healthcare or family support.

> 'Initially, they said it would be 10 days, but the renovation period took a bit longer, so we ended up staying longer. Extending the stay was easy, though'.
>
> Guest #17, a woman relocating after water damage to their bathroom during renovations

> 'Free cancellation would be one of the key considerations. It really depends on my auntie's health situation. I want to make sure the plan is flexible, so I would still rank it as one of the top priorities'.
>
> Guest #11, an informal caregiver for her aunt after discharge

Survey respondents consistently gave high ratings to the platform dimension (Appendix R), showing that STRA platforms generally enabled guests to find, compare and secure suitable accommodation efficiently.



3.4 Case Studies

The following case studies are drawn from interviews conducted with non-leisure STRA guests. They were selected because they illustrate different types of non-leisure accommodation needs and demonstrate how STRA supported guests across the functional, psychosocial and platform dimensions identified in the study. While each reflects a single participant's experience, together they highlight the diversity of non-leisure STRA use.

Case Study 1: Using STRA to Escape Domestic and Family Violence

This case study illustrates:

- Functional: Immediate access to affordable accommodation for a parent and two children.
- Psychosocial: Safety, privacy, stability and a home-like environment during a personal crisis.
- Platform: The ability to identify and secure suitable accommodation quickly during an urgent relocation.

One participant left a domestic and family violence situation and urgently needed temporary accommodation for herself and her two children.

> 'I was leaving a domestic violence situation and didn't really know where to go, as everything happened quite quickly. I have two children, so I wasn't sure whether moving back in with my elderly parents would work given the family dynamics'.

She considered several accommodation options before choosing STRA because it was the most affordable option and provided a home-like environment for her children.

> 'I considered caravan parks, a few hotels and moving back home, but the main factor for me was affordability, and [STRA platform] was by far the cheapest option. I also felt it provided a stable environment for my children, with a home setting where they could each have their own bedroom, a shared living space and a sense of privacy and safety'.

Safety was the participant's highest priority. She carefully selected the property and described the accommodation as providing a secure and manageable environment for her family.

> 'Knowing that I could go to work, pick up my kids and have a safe place to return to was the most important thing. I read reviews and visited the area at different times of the day to make sure I felt safe and comfortable. My non-negotiables were features like a roller shutter, a front wire screen door and locks on all the windows. When I first arrived, I thought it was quite small, but it turned out to be amazing and perfectly manageable for one adult'.

Reflecting on the experience, the participant described the stay as an important step towards rebuilding a safe and stable home environment for herself and her children.

> 'It wasn't the best time in my life. I was on edge and dealing with a lot of background stress, but I also experienced moments of complete peace and safety. For us, it was a stepping stone to other opportunities and other avenues. It was quite life-changing to be able to move into a safe home environment, just the three of us'.

Case Study 2: Using STRA during a Natural Disaster Warning

This case study illustrates:

- Functional: Maintaining everyday routines during temporary displacement, including space to work and accommodate pets.
- Psychosocial: Reducing stress by providing a safe, familiar and home-like environment during a natural disaster.
- Platform: Rapid access to pet-friendly accommodation, property search filters and flexible stay extension when road closures delayed the return home.

When a cyclone was forecast to affect the Gold Coast, one participant and her family decided to temporarily relocate to Toowoomba, Queensland, where they stayed in STRA until the immediate risk had passed.

> 'We stayed in an [STRA] for about a week during Cyclone Alfred. We decided to head inland ... because we live very close to it. My husband was quite concerned about the cyclone and we were worried about the possibility of property damage'.

They booked accommodation before the cyclone because they anticipated that suitable options, particularly pet-friendly accommodation, would become difficult to find.

> 'I was particularly concerned because I have two cats and a dog. If I had to relocate after the cyclone, I might not be able to find accommodation. So, I decided to pre-empt it and secure pet-friendly accommodation early'.

The STRA platform enabled them to quickly identify and book accommodation that met their needs.

> '[Using STRA platform] seemed like the most convenient option ... because I had to book quickly. Being able to filter for pet-friendly options and view property details made it much easier'.

The property also allowed the family to maintain their everyday routines while waiting for the cyclone to pass.

> 'It was a furnished two-bedroom townhouse. We mainly stayed inside and lived much as we normally would. I had internet access and a place to work, so I was able to continue working. It was quite a relaxing time and we watched movies at night'.

After checking out, flooding prevented the family from returning home. The host's flexibility allowed them to extend their stay at short notice.

> 'We drove down the mountain range, but when we reached the valley, the road was flooded and we couldn't get back through. I started to feel stressed because we had two cats and a dog in the car, and we couldn't stay at a motel because of the animals. I called the host and explained that we had already checked out, but the roads were still flooded and asked if we could stay another night. He said that was fine and told us to come back'.

The participant described the experience positively, highlighting both the suitability of the property and the host's willingness to accommodate unexpected changes.

> 'If a disaster event were to strike the Gold Coast, we would leave straight away and evacuate early. I would go back there again. The host was very good and the property was sufficient to meet our needs'.

Case Study 3: Staying in STRA near a Hospital During Medical Treatment and Recovery

This case study illustrates:

- Functional: Accessible accommodation that supported recovery, independent living and the ability to stay with a partner and pet.
- Psychosocial: A comfortable, home-like environment that eased the challenges of a prolonged recovery.
- Platform: The importance of clear property information, particularly accessibility features, when selecting suitable accommodation.

Following a serious neck injury and an extended hospital stay, one participant and his partner needed temporary accommodation close to the treating hospital.

> 'I broke my neck a few years ago and had an extended stay in hospital. We needed somewhere closer to the hospital, so the main reason was to be near the treating facility'.

Hotels were considered but were less suitable for an extended recovery. STRA provided more space and allowed the participant to stay with both his partner and their dog.

> 'We chose it because we wanted our own space, and we also had a dog. We considered hotels and motels, but the best option was to use accommodation providers like [STRA platform]. If I had been cooped up in a hotel room, just staring at four small walls, it would have been quite unpleasant'.

Accessibility and pet-friendly accommodation were essential, although identifying suitable properties required careful searching.

> 'Accessibility was the main factor. I was in quite a bad way at that point, and walking was very difficult, so we tried to choose somewhere with flat access. We also needed to be able to bring the dog. We had to look carefully through all the photos to check for things like steps or a shower over a bath, as there needed to be a walk-in shower. That kind of information was not readily listed in the property details'.

The accommodation provided a comfortable and practical environment that supported recovery and everyday living.

> 'It was a very easy place to live. It was easy to get in and out and it was quiet. The people there were very friendly and happy to chat. They had a large DVD collection, which was helpful when I wasn't very mobile and I worked my way through it during our stay. It's the small things that make a place feel like home, even when it isn't your own, and it helps when you have some of your own things with you'.

The participant described the accommodation as addressing the practical challenges of recovery by providing a comfortable living environment and space for personal belongings.

> 'It didn't make it more difficult. There were no obstacles there and it had everything I needed. It was much better than the alternatives. Having your own possessions around you meant you weren't living out of just one suitcase. It's the small things that make home feel like home, and it helps when you have some of your own things with you'.



Case Study 4: Using STRA During Home Renovation

This case study illustrates:

- Functional: Temporary accommodation that enabled everyday living, continued supervision of home renovations and the use of personal belongings.
- Psychosocial: Comfort, privacy and a sense of home during temporary relocation.
- Platform: Flexible booking and the ability to secure suitable accommodation for an extended stay with an uncertain end date.

One participant and her partner needed temporary accommodation in Melbourne CBD for 20 days while their apartment was being renovated.

> 'It was a special situation because we were renovating our apartment. The renovation lasted quite a long time, about 20 days'

Although hotel accommodation was available through her partner's work, they chose STRA because it offered greater flexibility, more space and better value for an extended stay.

> 'Because my husband works in the hotel industry, we could have stayed at his hotel, which was located nearby. However, we needed accommodation for 20 days, and we were uncertain about when the renovation would be completed. Staying in a hotel was not the best option, particularly due to cost, as daily room rates vary between weekdays and weekends. We also did not have the budget for a 20-day stay. [STRA platform] was much more affordable, and the space was significantly larger. For the same price or less, we were able to find a two-bedroom apartment with a living room, kitchen and car park'.

Staying close to home allowed them to monitor the renovation while continuing their daily lives.

> 'We were able to find one right next to our apartment, which was very convenient. I had to check on the builders working on the renovation every day, so staying in [STRA] made it much easier'.

The accommodation also enabled them to move personal belongings into the property and create a temporary home.

> 'While we were moving things around during the renovation, we were able to bring our belongings from home to the [STRA] as well. We set up essential items, including kitchen utensils and food, as well as a workspace, bedding and clothes. It was comfortable and provided enough privacy. It felt like more than just a room; it was a full living space with a living room, balcony, dining area and a fully equipped kitchen, so it really felt like a home'.

After a short adjustment period, they were able to return to their normal routines despite some minor compromises.

> 'There were some changes to our daily routine because it wasn't our own space, so we needed time to adjust. Other than that, we adapted easily and were able to return to our usual routines. The space was not as large as our own, so there were some compromises we had to make'.

4. Host Perspective

4.1 Overview

This section explores how hosts recognise non-leisure guests, the ways they support them during their stays, and the benefits and challenges associated with non-leisure demand. The section:

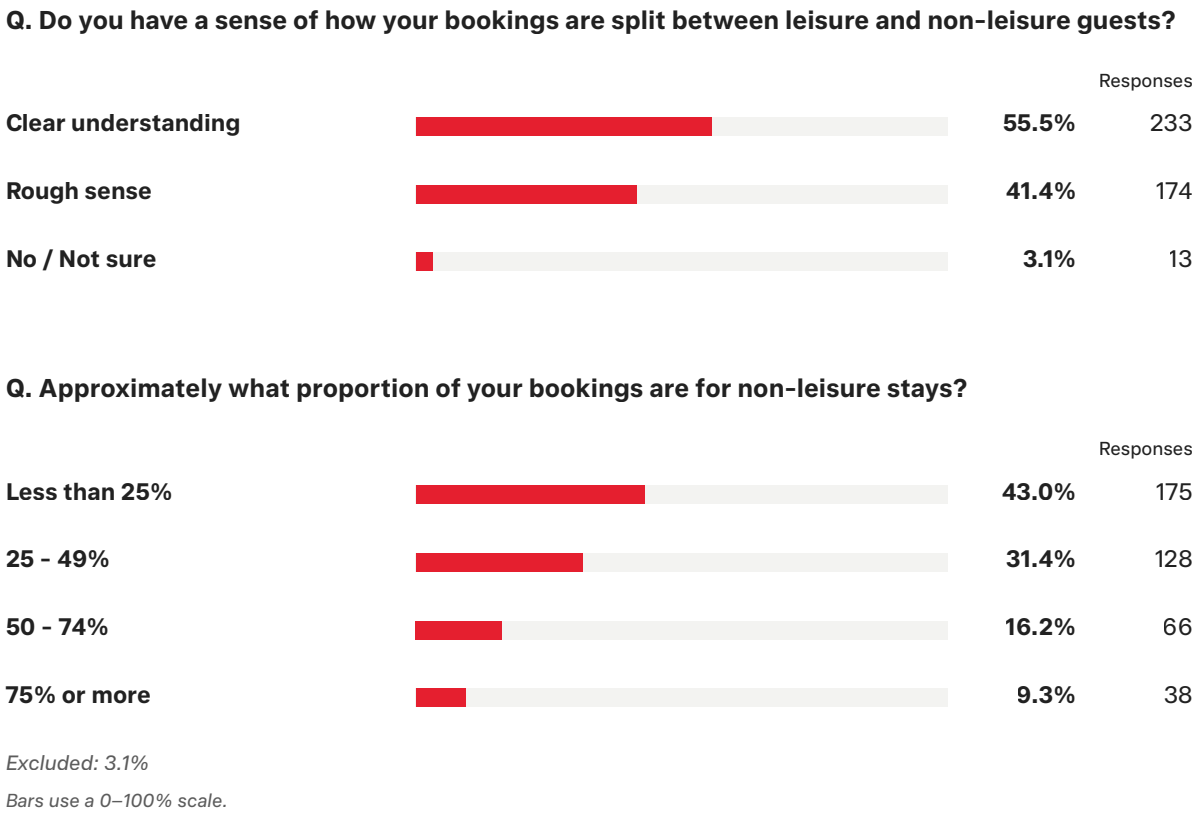
- Examines hosts' awareness of non-leisure stays (4.2)
- Applies the functional, psychosocial and platform dimensions to host engagement with non-leisure stays (4.3)
- Identifies two key benefits to hosts of facilitating non-leisure stays, including a lower management effort in some contexts and bookings complementing leisure demand (4.4).

4.2. Host Awareness of Non-Leisure STRA Stays

Many hosts reported that they could readily distinguish non-leisure stays from leisure travel based on guest communication and booking circumstances, despite the absence of formal booking categories.

As presented in Figure 6, a total of 407 hosts (96.9%) reported having at least a rough sense of the proportion of leisure and non-leisure bookings they received. Of these, 232 hosts estimated that at least one-quarter of their bookings were for non-leisure stays. These findings indicate that non-leisure stays represent a noticeable share of bookings for many hosts, although leisure travel remains the dominant market.

Figure 6 Hosts' Estimates of the Proportion of Non-Leisure Bookings



Hosts identify non-leisure stays in a variety of ways (Figure 7). Some guests explain the purpose of their stay in pre-booking messages, while others are identified through questions asked before a reservation is accepted. Hosts also infer the purpose of a stay from the length of the booking, guest requests, travel patterns and information in guest profiles and reviews. In practice, hosts typically rely on a combination of these indicators to recognise non-leisure bookings. Host #23, with 10 years of hosting experience, described non-leisure guests as typically arriving with a specific purpose, schedule and timeframe for what they needed to accomplish during their stay.

Figure 7 How Hosts Learn about Non-Leisure Stays





4.3 Dimensions of Host Support

Different non-leisure stay contexts shape the type and intensity of support provided by hosts. Survey results (Appendix S) show that self-contained accommodation without the host present was the dominant arrangement across most non-leisure stay categories, while hosted accommodation was more common in domestic and family violence, and natural hazard-related stays.

Regardless of the level of host involvement, both guests and hosts described hosts as an important source of support during non-leisure stays. Building on the three dimensions of guest benefits presented in Section 3.3, this section examines how hosts contribute to guests' functional, psychosocial and platform experiences through their interactions with guests and the management of their properties (Table 5).

Table 5 Dimensions of Host Support

Dimension of Host Support	Hosting Practices	Description
Supporting Functional Needs	Responding to issues	Dealing with problems and arranging help when needed (e.g., repairs or medical help).
	Local information and guidance	Sharing useful local knowledge, such as transport options, places to eat or shop, and other information to support daily life.
Supporting Psychosocial Needs	Fostering a sense of security	Creating a sense of psychological security for guests, whereby support is available when needed while unnecessary intrusion is avoided.
	Flexible arrangements	Being flexible with rules, dates, or payments depending on the situation.
Supporting Platform Needs	Responsive communication	Replying quickly, with regular contact so issues can be sorted out as they arise.
	Clear communication	Providing detailed information and responding clearly to guest questions before, during, and after the stay.

Note: The dimensions of host support were identified through both guest and host interviews and reflect the support that guests described receiving and hosts described providing.

4.3.1 Supporting Functional Needs

Hosts support guests' functional needs by responding to unexpected situations, arranging practical assistance and adapting to changing circumstances during the stay. This support helps guests maintain their daily routines and minimises disruption during non-leisure stays.

Responding to issues

Beyond resolving technical issues, hosts often recognised the broader impact these problems had on guests and drew on local tradespeople, cleaners and other community networks to provide timely assistance.

> 'A good example is when a guest texted me saying the coffee maker wouldn't work. I told them [I would] ... come and descale it and fix it. My house is about one and a half hours away from where I host. From an outsider's point [of view] ... just a coffee machine, but it is a big deal, it needs to be a big deal to me. If you're not prepared to respond to it, you shouldn't be doing this work ... A host's biggest support system is their cleaners and local trades. Over the years, I have a relationship with the local electrician, plumber and builder. If I have a problem this afternoon, I can usually get one of them to go and deal with it for me'.

Host #3, 12 years of hosting experience

These findings suggest that hosts often play a broader role than routine property management alone. In many non-leisure stays, they respond to guests' individual circumstances by coordinating assistance and resolving problems in ways that help minimise disruption during already stressful situations.

Local information and guidance

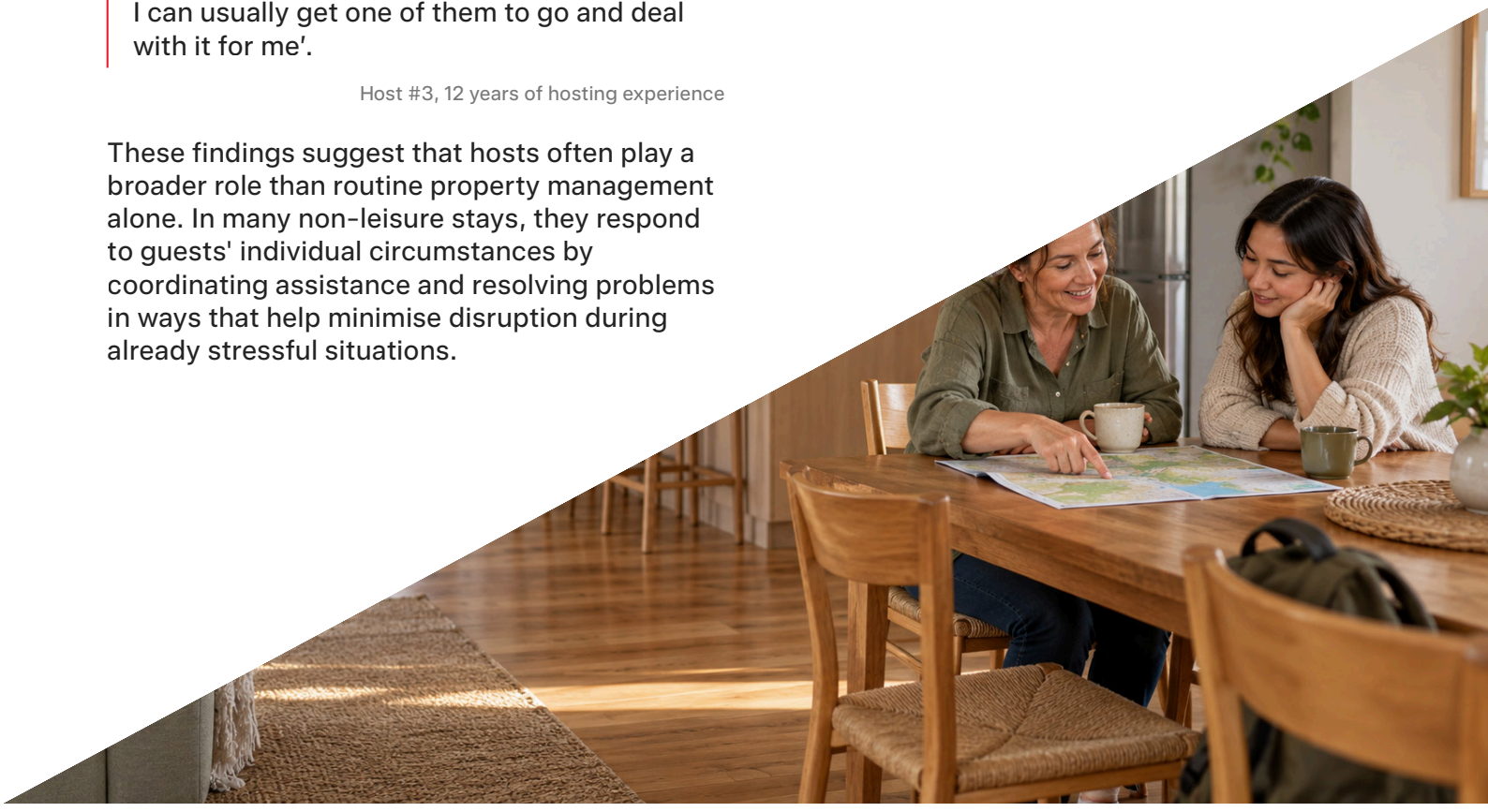
Hosts often serve as a local point of contact, sharing knowledge about nearby services, local facilities and transport, and providing practical advice that helps guests settle into unfamiliar surroundings.

> 'The host is the first and important way to know this place, this environment, this new city. The host can provide first-hand information through their personal experiences and knowledge'.

Guest #22, relocating to Australia from China, with her husband, for education

> 'I asked if they needed information about things like bank accounts, as they were setting up their lives here. So, I try to be their reception desk, especially for younger guests. I really opened that door up for these young people ... [There was] a young girl arriving at 11:00 at night. I'm thinking I'm not having them roam around the streets, you know? She was a lovely guest, and I will have coffee with her again'.

Host #8, 11 years of hosting experience



4.3.2 Supporting Psychosocial Needs

Hosts support guests' psychosocial needs by building trust, responding to individual circumstances and helping guests feel safe, supported and reassured during periods of uncertainty or disruption. This support contributes to a more positive guest experience by fostering comfort, confidence and a sense of security.

Fostering a sense of security

Hosts create a sense of security by being available when needed while respecting guests' privacy and independence. Some provide regular communication and reassurance, while others limit contact unless assistance is requested. This flexible approach helps guests feel safe, supported and in control during their stay.

> 'He said things like contact me day or night if there were any issues. He was aware that I was a single mum moving in with two kids and understood my situation. He was supportive and friendly'.

Guest #25, a domestic violence survivor and mother of two sons

> 'The interaction with the host was very lovely and wholesome. We had been messaging before my stay to discuss details and they were very welcoming and accommodating. I'm quite an anxious person, especially when there are disruptions to my routine. But I had the confidence and I could ask them for anything I needed, even though nothing really came up. There was also a sense of trust, like that they weren't just supervising me the whole time'.

Guest #5, a student staying in STRA for a school excursion

Flexible arrangements

Hosts recognise that non-leisure stays are often shaped by uncertainty and changing circumstances. Rather than applying the same approach to every booking, they adapt accommodation arrangements and communication to meet guests' individual needs. This may include extending stays, accommodating special requests, adjusting house rules or providing additional support during periods of disruption.

> 'I saw the rules, including rules for like animals weren't allowed, but they [the hosts] let me bring my dog, which was special for me'.

Guest #27, domestic violence survivor

> 'I was very upfront about the rationale behind the booking from the start and about the situation. Given her [host] experiences with some insurance companies, she was incredibly understanding and supportive. She agreed to the nine-day extension at the same rate'.

Guest #2, man staying in STRA due to cyclone-related housing damage

> 'They wanted to bring a dog, which we didn't really want, but we accept it. We also lowered our price because the insurance company only paid out a certain amount per night'.

Host #18, 6 years of hosting experience

Hosts tailor their interactions to guests' individual circumstances. They may provide additional assistance, make thoughtful gestures or make flexible arrangements that help guests feel supported during difficult situations.

> 'I had someone else check her in because my complex is a bit tricky to navigate. I usually arrange for someone to assist with check-in, especially in certain situations. If there is a young girl arriving at 11 at night, I'm thinking I'm not having them roam around the streets'.

Host #8, 11 years of hosting experience

> 'Depending on the age of the children, we often leave out toys, such as teddy bears, for them to keep. These are items from my own children, who are now in their 20s. These people have lost absolutely everything. We also provide chocolates, wine, lollies and chips'.

Host #3, 12 years of hosting experience

4.3.3 Supporting Platform Needs

Hosts support guests' platform needs by providing clear information, communicating promptly and offering flexibility when circumstances change. This support helps guests identify suitable accommodation, make informed booking decisions and manage their stay more effectively.

Responsive communication

Hosts support guests by responding promptly to enquiries, providing updates and maintaining communication throughout the stay. Timely communication helps resolve issues quickly, reassures guests that support is available when needed and is particularly important during non-leisure stays where unexpected situations may require immediate assistance.

> 'Communication with the owner was very easy through the [STRA platform] application. Whenever we needed something ... we were able to message through the app, and the owner instantly replied'

Guest #19, woman relocating during a planned home renovation

> 'I think communication is the key to any of that sort of thing. I want my guests to feel like they can ask me anything or complain if they need to. I always kept the contact details for doctor services, online doctors and the nearest emergency centre. One guest had a serious leg problem ... We were able to respond quickly in that situation'.

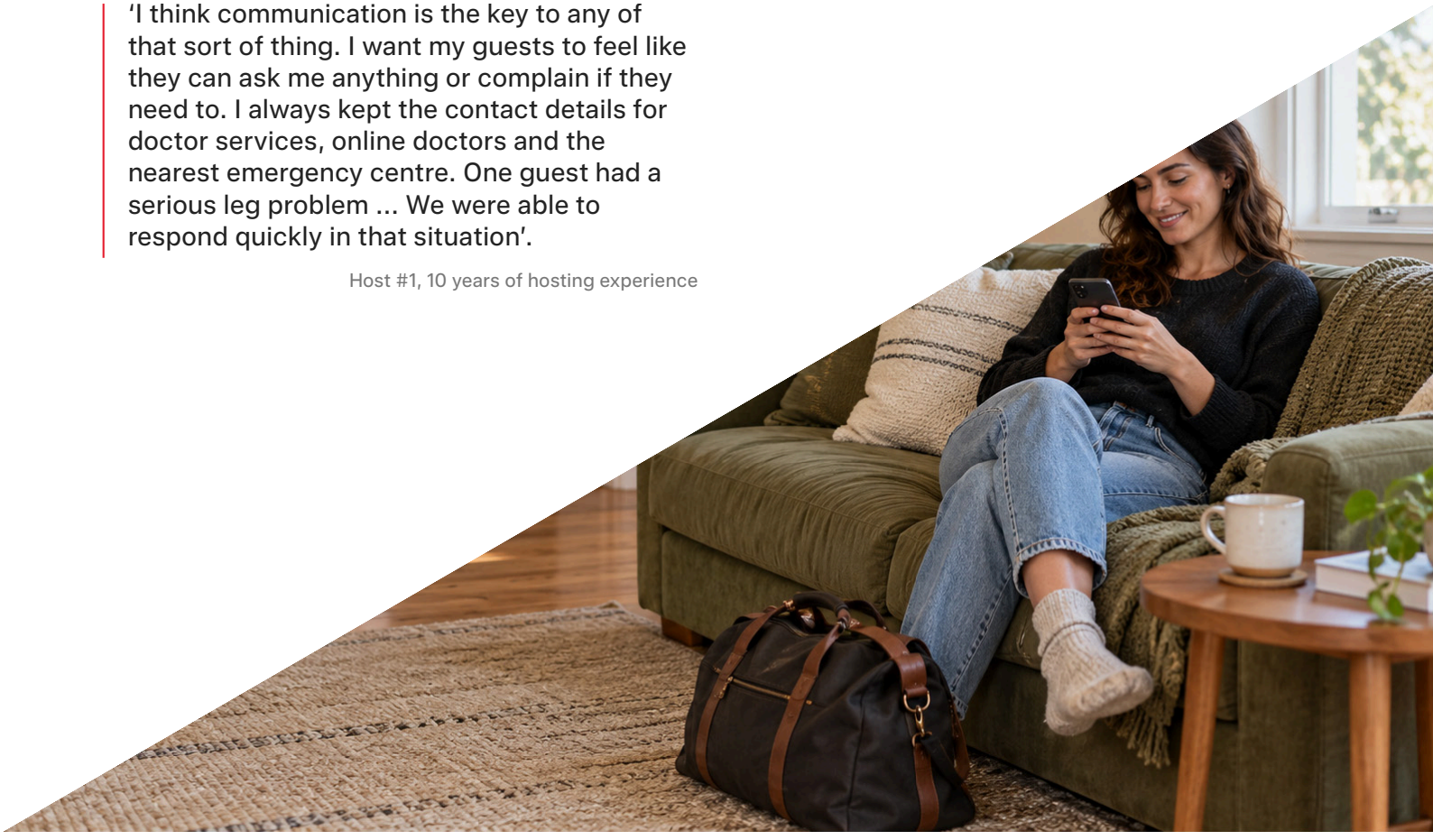
Host #1, 10 years of hosting experience

Clear communication

Hosts also support guests by providing clear, accurate and timely information before and during the stay. Detailed listing descriptions, accessibility information, check-in instructions and house rules help guests determine whether a property meets their needs and reduce uncertainty throughout their stay.

> My listings are probably clear about accessibility. The one at Glandore only has very minor steps, so it's not completely flat. A guest initially said that would be fine, but when I mentioned there was also a bathtub with the shower over it, he realised it wouldn't work and declined the booking. He hadn't asked about it, but I raised it based on my own experience, and it helped avoid a mismatch. Generally, I think people will look through the listings carefully'.

Host #15, 14 years of hosting experience



4.4 Benefits to Hosts

Hosts described two recurring benefits of non-leisure bookings: lower management effort in some contexts and booking patterns that can complement leisure demand.

4.4.1 Lower Management Burden

Some hosts described non-leisure bookings as easier to manage because guests travelled for a specific purpose and were less affected by leisure conditions such as weather.

> 'I probably do prefer non-leisure guests nowadays ... It's easier to manage when somebody is coming to work and to look after family; they don't care what the weather is like'.

Host #6, 10 years of hosting experience

4.4.2 Non-Leisure Bookings Complementing Leisure Demand

Non-leisure bookings can complement leisure demand by occurring outside peak leisure periods and, in some cases, involving longer stays. Hosts described these booking patterns as providing greater continuity between periods of leisure demand.

> 'Non-leisure purpose stay was about 6.9 nights on average, which is so much more stable ... Leisure stays are often concentrated on weekends, and then it becomes quiet during the week, but you don't get that with non-leisure stays. It's very consistent'.

Host #14, 2 years of hosting experience

> 'In fact, we've found that workers stay longer than they do for regular guests, and it is more financially viable for us to cater to workers as well as other guests'.

Host #20, 1 year of hosting experience



4.5 Host Willingness to Accommodate Non-Leisure Guests

As illustrated in Figure 8, survey results show that 313 hosts (74.5%) were either very open or somewhat open to accommodating non-leisure guests, including more complex stays involving medical needs, emergency situations, last-minute bookings, stay extensions or additional support requirements. The large proportion of neutral responses suggests that willingness may depend on the level of support, information and risk management available.

Figure 8 Host Openness to Non-Leisure Stays

Very open

39.3%

165 hosts

I'm very open to hosting non-leisure or complex stays in the future.

Somewhat open

35.2%

148 hosts

I'm somewhat open to hosting non-leisure or complex stays in the future.

Neutral

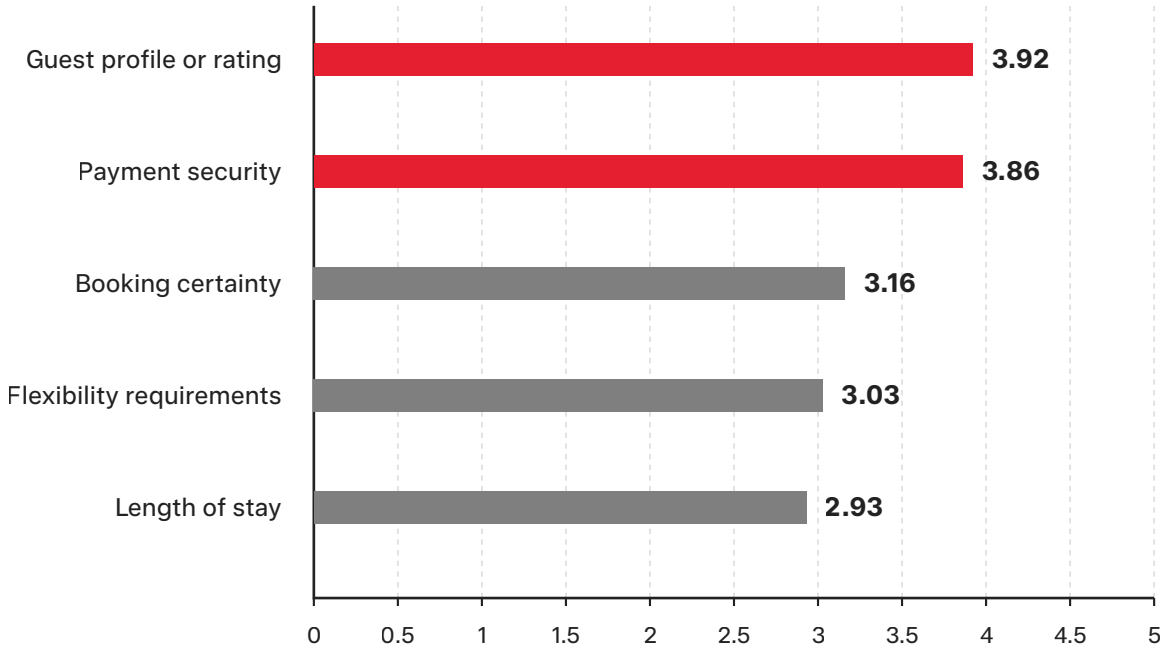
25.5%

107 hosts



Figure 9 presents the booking characteristics that most influence hosts' willingness to accommodate non-leisure guests. Guest profile or rating received the highest mean score (3.92), followed by payment security (3.86), highlighting the importance of trust and reducing uncertainty.

Figure 9 Host Decision Factors in Willingness to Accommodate Non-Leisure Guests



These findings suggest that practical and risk-related considerations are important to host willingness. Many hosts appear willing to accommodate non-leisure stays when they have clear information about guest circumstances, secure payment arrangements and confidence that appropriate support is available if needed.

5. Organisational Perspective

5.1 Overview

This section explores how organisations facilitate access to temporary accommodation, the benefits of organisational partnerships and the challenges associated with coordinating non-leisure accommodation.

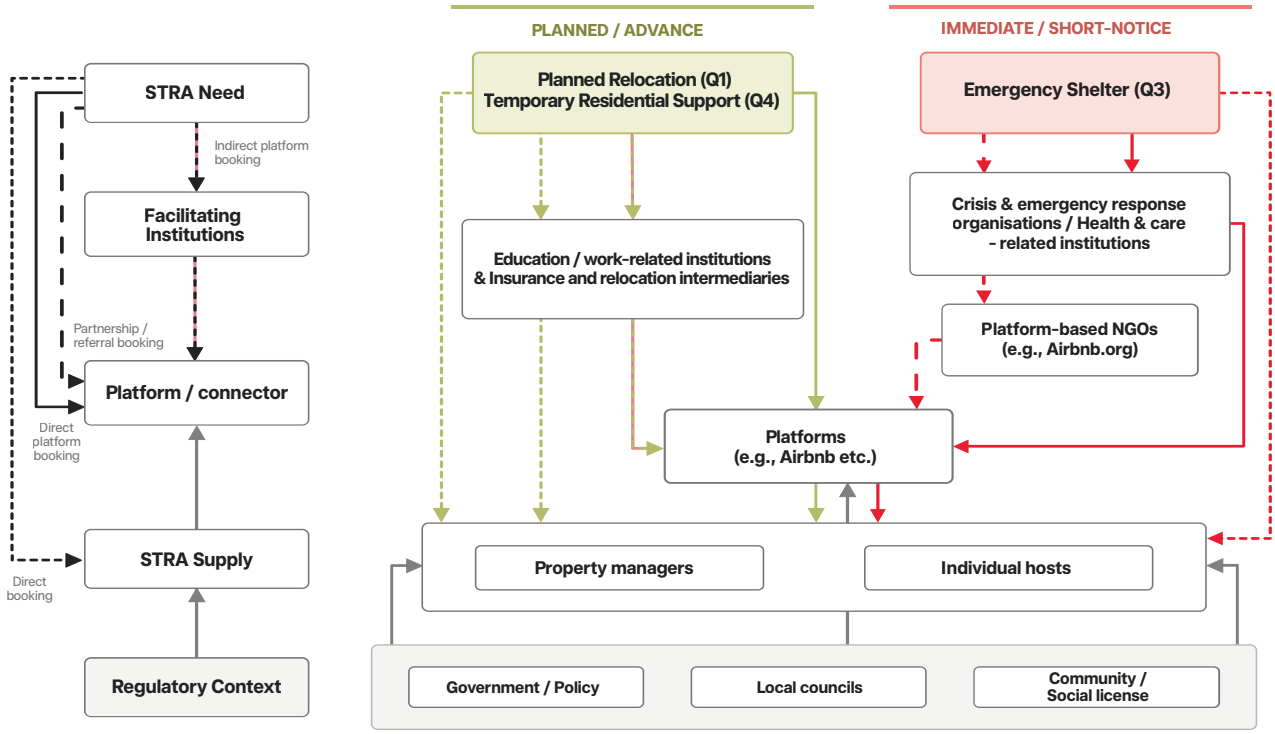
Organisations play an important role in facilitating access to non-leisure STRA across a range of temporary accommodation contexts. Depending on the circumstances, they may identify suitable accommodation, coordinate bookings, provide funding, coordinate referrals or support guests throughout their stay. Their involvement is particularly important when accommodation needs are urgent or require coordination across multiple services. The section:

- Identifies key workflows for Australians being supported by organisations into STRA (5.2)
- Examines the role and characteristics of organisations that support non-leisure guests (5.3)
- Acknowledges the ecosystem benefits of organisational coordination of non-leisure STRA guest stays (5.4)
- Uncovers key challenges that organisations face when navigating the Australian STRA landscape on behalf or support of non-leisure guests (5.5).

5.2 Organisational Pathways

Figure 10 illustrates the organisational pathways through which non-leisure STRA is accessed. Rather than classifying accommodation according to the circumstances giving rise to demand, this framework classifies how access to accommodation is coordinated. Some non-leisure categories share the same pathway because they involve similar organisational arrangements, even though the underlying reasons for travel differ.

Figure 10 Organisational Pathways Supporting Non-Leisure STRA



Note: Colours indicate organisational pathway type. Arrows represent relationships only and do not indicate flow volume or causal strength.

These two pathways show that the urgency of accommodation needs shapes the form and intensity of organisational involvement in non-leisure STRA. In the planned or advance pathway, guests often arrange accommodation independently, with organisations becoming involved where relocation, insurance or payment coordination is required. In the immediate or short-notice pathway, organisations play a more central role because guests have limited time or capacity to secure accommodation themselves. Crisis-response organisations identify and refer eligible guests, while platform-based organisations connect urgent demand with available STRA supply.

The figure also illustrates that access to STRA occurs via different mechanisms. Some guests book accommodation directly through STRA platforms, while others access accommodation through organisations that coordinate referrals, funding or bookings on their behalf. These pathways demonstrate that non-leisure STRA ranges from independently organised stays to highly coordinated responses involving multiple organisations.

5.3 Roles and Characteristics of Organisations in Non-Leisure STRA

Organisations involved in non-leisure STRA represent a diverse network of public, private and community organisations operating across sectors including employment, healthcare, education, insurance, emergency response, housing support and accommodation platforms. Although they differ in their purpose and operating models, they perform complementary roles in facilitating access to non-leisure STRA.

Organisations become particularly important when accommodation needs are urgent or require coordination across multiple services. For example, employers may arrange accommodation for mobile workers, insurers may coordinate temporary housing following property damage, healthcare organisations may support patients travelling for treatment and community organisations or emergency response agencies may assist people displaced by a natural hazard or domestic and family violence. In these situations, organisations reduce the burden on guests by coordinating accommodation and providing practical support.

Table 6 summarises the organisations identified in this report and the roles they perform. Most do not provide accommodation directly. Instead, they identify suitable accommodation, coordinate bookings and referrals, arrange funding or support guests throughout the accommodation process. STRA platforms complement these roles by connecting accommodation demand with available supply and supporting organisational referral pathways.



Table 6 Organisations Involved in Facilitating Non-Leisure STRA

Actor	Main actions	Examples
Crisis and emergency response organisations	Identify and place displaced individuals and households into emergency accommodation during crises and disasters	• Convoy of Hope Australia* • Women's Community Shelters (WCS)*
Housing and homelessness sector organisations	Provide sector coordination and advocacy in relation to housing need and homelessness	• Queensland Shelter Incorporated (Q Shelter)*
Insurance and relocation intermediaries	Arrange and fund temporary accommodation following housing disruption, including booking coordination and relocation management	• HRS Australasia Pty Ltd (HRS)* • Insurance companies
Health and care organisations	Facilitate temporary stays associated with medical treatment, caregiving and access to healthcare services	• Hospitals • Healthcare providers
Educational organisations	Support temporary relocation and accommodation associated with educational mobility	• Regional Universities Network (RUN)* • Universities
Employment and workforce organisations	Facilitate accommodation access for temporary workers, placements and regionally mobile workforces	• HRS Australasia Pty Ltd (HRS)* • Infrastructure and project-based workforce sectors
Platform-based accommodation connectors	Connect organisations, hosts and guests through platform-mediated accommodation networks	• Airbnb.org* • STRA platforms

Note: An asterisk (*) indicates organisations that participated in interviews conducted for this project.

- Convoy of Hope Australia is a humanitarian organisation involved in disaster response.[6]
- Women's Community Shelters (WCS) provides accommodation and support to women and children escaping violence and experiencing homelessness.[7]
- Queensland Shelter Incorporated (Q Shelter) is Queensland's peak body for housing need and homelessness.[8]
- HRS Australasia Pty Ltd (HRS) is a relocation and temporary accommodation coordination provider.[9]
- Regional Universities Network (RUN) is a national collaborative group of seven regional Australian universities.[10]
- Airbnb.org is an independent nonprofit founded by Airbnb that connects people with emergency housing during crises.[11]



5.4 Benefits of Organisational Involvement

Organisational involvement strengthens non-leisure STRA by coordinating referrals, facilitating access to suitable accommodation and mobilising additional capacity when conventional options are insufficient. By connecting guests, support services, platforms and hosts, organisations help reduce the burden on guests and improve access to timely and appropriate accommodation.

5.4.1 Improved Coordination and Access

Organisations improve access to temporary accommodation by establishing referral pathways and coordinating accommodation on behalf of guests. These partnerships enable faster placement during emergencies by ensuring referral organisations know how to access available accommodation. Airbnb.org explained that:

> 'Every [new partner] is ready and trained to be able to place people in Airbnbs'.

Organisational involvement can also extend access to STRA in areas where accommodation pathways are less established, including medical treatment and caregiving. Airbnb.org also explained:

> 'We have recently launched medical stays ... there's a specific need in needing to house people and trying to keep families together'.

Such involvement also enables the type and duration of accommodation to be adjusted as circumstances become clearer. HRS described how households may initially be placed in a hotel before moving to STRA when a longer stay is required:

> 'Someone needs a place within the three days, we'll just place them somewhere and it's usually for a week or two and that's typically a hotel ... they will come back and say, oh, let's extend it for three months and that's more when we go okay let's look at more that Airbnb style'.

These arrangements create more flexible accommodation pathways by connecting guests, organisations, platforms and hosts through established referral processes. This reduces the need for guests to identify, arrange and coordinate accommodation independently during periods of disruption.



5.4.2 Mobilising Complementary Accommodation Capacity

Organisational partnerships enable STRA to provide additional temporary accommodation when conventional options are unavailable, fully occupied or insufficient. Convoy of Hope Australia explained that government-supported hotel accommodation can be exhausted during disasters or may not cover the full period of displacement. In these circumstances:

> 'Airbnb has been able to fill that gap of extending the emergency stay somewhere'.

This complementary role is particularly important in regional areas where hotel supply is limited. Airbnb.org explained that:

> 'More rural areas are where we're more needed ... because of the lack of hotels'.

Rather than replacing hotels, organisational partnerships enable STRA to expand temporary accommodation capacity during periods of disruption and high demand. These partnerships position STRA as a complementary part of Australia's broader temporary accommodation system by helping meet accommodation needs that conventional options cannot always accommodate.

5.5 Organisational Challenges

Although organisations play an important role in facilitating non-leisure STRA, their ability to do so is shaped by several practical constraints. Interview participants identified challenges related to the availability of suitable accommodation, organisational capacity and the regulatory environment surrounding STRA. These challenges affect organisations' ability to coordinate timely and appropriate accommodation, particularly for guests with urgent or time-sensitive needs.

5.5.1 Supply of Suitable Accommodation

Organisations' ability to arrange temporary accommodation depends not only on the availability of properties, but also on whether they are appropriately located and suitable for guests' household, safety and privacy needs. These constraints are particularly acute during disasters, periods of high demand and in regional or remote areas. HRS explained:

> 'The way we look at it is in cities and more urban, dense areas, there's a lot more options, but when you go to the more regional areas, people might have to be a three-hour drive from home'.

Availability alone is not sufficient. Accommodation must also be appropriately located and suitable for guests' circumstances. Convoy of Hope Australia explained:

> 'It's not necessarily that people haven't been able to find a place. It's more to find a place that's within a nice distance or a reasonable distance to where they've had to relocate from'.

For guests experiencing trauma, self-contained accommodation may also be important. One participating community-sector organisation noted:

> 'If you've got someone who's been through a hard time, having someone in their space is challenging'.

Q Shelter similarly highlighted the limitations of hotels and motels for families:

> 'Quite often there aren't cooking facilities in those hotels. They're just not really equipped for small families in terms of number of bedrooms and beds and everything else'.

These constraints limit organisations' ability to place guests in accommodation that is both available and appropriate, particularly during periods of high demand and in regional or remote areas.

5.5.2 Capacity of Organisations

Organisations face capacity constraints when coordinating temporary accommodation for guests with specific needs or during periods of increased demand. Placements often require extensive coordination between organisations, hosts and guests, making the process resource and time sensitive. HRS explained:

> 'It's not uncommon for our contact centre people to have to make 37 phone calls ... So it's super complicated'.

However, participants consistently described limited availability of transitional accommodation. One participating community-sector organisation observed:

> 'Transitional is very much a missing piece'.

These constraints limit organisations' ability to coordinate support across emergency, transitional and long-term housing pathways, particularly for guests with ongoing accommodation needs.

5.5.3 Regulatory Burden

Regulatory settings may indirectly affect organisations by reducing the range of properties available for temporary accommodation. This is particularly important where organisations require multiple accommodation options to meet guests' location, household and timing requirements. HRS explained:

> 'We'd like to have options. If governments or councils are taking those options away, it creates other issues of yes there's the cost side of it but it's more the supply'.

Participants also noted that reduced accommodation supply can make it more difficult to place guests and may increase accommodation costs. HRS further noted:

> 'They might not have any solutions for them, and then that potentially falls back to taxpayers ... it just means that costs go up for claims. That means insurance premiums go up'.

6. The Future of Non-Leisure STRA

6.1 Overview

Non-leisure STRA is best understood as a flexible layer within Australia's temporary accommodation system. It supports accommodation needs that extend beyond tourism, including workforce mobility, healthcare, education, housing transitions, caregiving and emergency displacement. In some circumstances, it provides an intermediate accommodation option where hotel accommodation may be impractical for the required duration, while longer-term rental housing may not be accessible within the required timeframe. These findings have important implications for policymakers, industry participants and organisations involved in temporary accommodation. The following recommendations respond to the three core research questions and identify practical opportunities to strengthen the role of STRA in supporting non-leisure accommodation needs.



6.2 Recommendations

6.2.1 Account for Non-Leisure Uses in STRA Policy Assessment

Addresses Core Question 1: How and why do guests use STRA for non-leisure purposes, and how do hosts experience and respond to this demand?

Non-leisure guests use STRA as a temporary living environment that supports continuity in everyday life during periods of work, education, healthcare, caregiving, housing transition and disruption. Hosts support these needs through flexible accommodation, responsive communication, practical assistance and local knowledge. Non-leisure stays often involve accommodation functions, guest needs and hosting practices that differ from those associated with leisure travel. Policy and regulatory assessments should therefore take these non-leisure uses into account when considering the broader implications of STRA regulation.

6.2.2 Strengthen Organisational Pathways that Support Temporary Accommodation

Addresses Core Question 2: What patterns and segments characterise non-leisure STRA use across different contexts?

Non-leisure stays differ in their urgency, duration, accommodation requirements and funding arrangements, resulting in different organisational pathways across the seven stay categories. Work-related stays may involve employers; education-related stays may involve universities or training providers; property-disruption and moving-between-homes stays may involve insurers or relocation providers; health and care stays may involve healthcare providers; and domestic and family violence or natural-hazard-related stays may involve community organisations or emergency-response agencies. Across these contexts, organisations, STRA platforms and hosts perform complementary roles in identifying accommodation needs, coordinating bookings, funding stays and connecting guests with suitable properties. Stronger coordination between these actors could improve access to temporary accommodation, particularly for guests with urgent, complex or prolonged accommodation needs.

6.2.3 Support Continued Access to Non-Leisure STRA

Addresses Core Question 3: What conditions enable or constrain STRA's role in supporting short-term accommodation needs, including the potential to reduce stress related to housing in specific circumstances

Continued access to non-leisure STRA depends on the availability of suitable accommodation, host willingness to participate, organisational capacity and a regulatory environment that recognises the broader functions performed by STRA. The role of STRA is particularly evident where accommodation is needed temporarily or for an uncertain period rather than as a longer-term tenancy, where regional accommodation supply is limited, and where organisations supporting people experiencing displacement, crisis or temporary mobility face constraints in securing suitable accommodation. Future policy should recognise that regulatory settings affecting STRA supply may also influence access to temporary accommodation for healthcare-related travel, workforce mobility, periods of housing disruption, disaster-related displacement and other non-leisure needs. Regulatory and policy responses that recognise this broader role may better support access to temporary accommodation and effective crisis response.

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