Applying for housing assistance

INFORMATION FOR SOCIAL HOUSING APPLICANTS

For more information
If you have any questions about applying for housing assistance:
call the Qld Government call centre on 13 QGOV (13 74 68)
call or visit your nearest Housing Service Centre
visit the Homes and Housing website at www.qld.gov.au/housing

Department of Housing and Public Works
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Fairer housing, putting people first
How to apply for housing assistance

You can apply for assistance in one of three ways:

1. Contact your nearest Housing Service Centre to discuss your eligibility and housing needs.

2. Complete an Application for Housing Assistance form and send it to your nearest Housing Service Centre. They will contact you to discuss your application.

3. Apply directly to a community housing provider, who will send your application to the department on your behalf.

Tell the department if you need an interpreter to discuss your application and one will be arranged. You can bring a family member, friend or advocate with you when you visit a Housing Service Centre.

Housing Service Centre staff can tell you what additional information you may need to include with your application.

This may include:
- proof of identity
- household income and assets information
- proof of citizenship and Queensland residency
- rent receipts from your current home
- information on specific housing needs.

For more information, please visit www.qld.gov.au/housing.

How your eligibility and housing needs are assessed

A number of factors are considered when assessing your application for social housing including:
- eligibility requirements relating to your citizenship and residency, and asset and income limits
- the suitability of your current housing situation
- barriers that may be preventing you from finding and keeping a private rental property.

Specific or additional housing needs

Once your application is approved, you will be listed on the housing register for the type of housing (for example an apartment or house) and the number of bedrooms you are eligible for in the areas you have chosen. It is therefore important to tell the department if you have specific housing needs as this could affect the type, size or location of the home you are allocated.

If you are eligible for social housing, you will be automatically listed for both public housing and community housing. This makes the application process simpler for you, helps increase your chances of being housed sooner than if you listed only for either public housing or community housing, and is fairer for all applicants.

How housing need is prioritised

Eligible applicants will be placed on the housing register according to their level of housing need:

- **Lower need** – people who are experiencing difficulties with their current housing but there are no barriers to accessing and sustaining appropriate housing. They have the financial means and capacity to rent in the private sector.
- **Moderate need** – people whose current housing is inappropriate and who have difficulty accessing or keeping a tenancy in the private rental market.
- **High need** – people whose current housing is inappropriate and who have more difficulty accessing or keeping a tenancy in the private rental market.
- **Very high need** – people who are homeless, or whose current housing is inappropriate and who have serious difficulties accessing and keeping a tenancy in the private rental market.

We will regularly contact you to review your eligibility and housing need. If your household, income or assets change, or you need to change where you want to live, please talk to staff at your nearest Housing Service Centre.

Note: It is an offence under the Housing Act 2003 to knowingly provide to the Department of Housing and Public Works false or misleading information that may influence decisions about your eligibility for housing services.

Social housing is provided to those in the community with the greatest need. It is therefore necessary to assess this need in a fair and consistent way through an application process.