

What is the Housing Register?

Fact sheet for applicants and tenants

The Department of Housing and Public Works uses the Client Intake and Assessment Process to identify applicants' need for housing assistance. Applicants are then listed on the Housing Register in order of their priority for social housing and other services.

The Housing Register

The housing register is divided into five segments.

1. **Very high need** (Segment A): applicants in this segment are homeless or their current housing is inappropriate and they have a number of issues accessing and sustaining private tenancies.
2. **High need** (Segment B): applicants' current housing situations are inappropriate and they have some issues accessing or sustaining private tenancies.
3. **Moderate need** (Segment C): applicants' current housing situations are inappropriate and they have a few issues accessing or sustaining private tenancies.
4. **Lower need** (Segment D): applicants have issues with their current housing but they do not have any issues accessing and sustaining suitable housing. That is, they have the financial means and capacity to rent appropriate accommodation in the private market.
5. **Ineligible for long-term housing** (Segment E): applicants in this segment are ineligible for social housing assistance. That is, they do not meet the social housing eligibility criteria of Australian citizenship or permanent residency, Queensland residency, assets test (liquid assets limits and property ownership components), independent income and household income limits. This segment includes applicants who have identified that their current housing is appropriate.

Applicants who are not eligible for social housing may be eligible for other services. For example, the National Rental Affordability Scheme, or RentConnect, which helps with access to the private rental market.

Where can I get more information?

More information on these services is available from your nearest [Housing Service Centre](#), the Department of Housing and Public Works' website www.hpw.qld.gov.au or by contacting us at:

Housing Programs
Department of Housing and Public Works (Housing Services)
GPO Box 690
Brisbane QLD 4001
Email: CommHousing@communities.qld.gov.au
Website: www.hpw.qld.gov.au
13 QGOV (13 74 68)