Applying for Rental Accommodation

This booklet contains important information to assist you when applying for rental accommodation.
The Department of Communities provides rental accommodation for more than 35,000 households in metropolitan and country areas of Western Australia.
Eligibility

To be eligible for rental accommodation, you must meet the following criteria:

- be an Australian citizen or permanent resident
- live in Western Australia
- be registered with a Western Australian office of Centrelink, be employed or have a registered business in the state
- meet the Department’s income limits
- not own property or land
- if under 60 years – your cash assets must not exceed $38,400 (singles) or $63,800 (couples)
- if over 60 years – your cash assets must not exceed $80,000 (singles/couples)
- if you have a disability - your cash assets must not exceed $100,000
- meet the Department’s identity requirements
- the Department’s age requirements (16 years or older).

Debt

If you apply for housing and have a debt owing to the Department of Communities, it will be considered when assessing your application. You must make arrangements to repay your debt to apply for housing and remain on the waiting list. You may not be offered a property until your debt has been cleared.

You may be eligible to apply for the Department of Communities’ Debt Discount Scheme to assist you in paying off your debt sooner. The Debt Discount Scheme does not apply to all debts (e.g. Bond Assistance Loan Scheme, water consumption etc). Contact your local Department of Communities office if you would like more information or to apply for the Debt Discount Scheme.

Proof of Identity

When you lodge your Application for Rental Housing, you must provide documents or information that establishes your identity and that of any dependents.

To verify your identity, you are required to provide documents that verify:

i. birth or arrival in Australia; and
ii. use of that identity in the community.

The following lists the acceptable identity documents which can be submitted. Provide one original document or certified copy for each category which verifies the name and date of birth.
Verification of Birth or Arrival in Australia

- Australian Birth Certificate.
- Australian Birth Extract.
- Australian Passport.
- Certificate of Australian Citizenship.
- Department of Home Affairs ImmiCard or evidence of immigration status.
- Citizenship by Descent.
- Certificate of Naturalisation.
- Declaratory Certificate of Citizenship.
- Evidentiary Certificate of Australian Citizenship.
- Document or Certificate of Identity issued by Department of Foreign Affairs and Trade.
- Foreign passport with evidence of immigration status issued by the Department of Home Affairs.

Verification of use of identity in the community

- Concession or Health Care Card issued by the Department of Human Services.
- Australian government issued proof of age card/photo card.
- Driver’s license, learner’s permit, provisional license or Department of Transport photo card.
- Motor vehicle registration papers.
- Electricity, gas, insurance, phone or water accounts.
- Evidence of right to a government benefit (Department of Veterans’ Affairs or Centrelink).
- Medicare card.
- Statement of account from a financial institution.
- Restraining Orders or Peace Orders.
- Legal documents such as adoption papers, maintenance agreement, attested will, power of attorney, document of appointment as a Justice of the Peace, summons, bail papers or traffic infringement notices.
- Change of Name Certificate issued by the Registry of Births, Deaths and Marriages.
- Australian Marriage Certificate issued by a government department.
- Divorce Order.
- Western Australian Working with Children Card.
- Commonwealth or state/territory government identity card.
- Notice of Assessment with Tax File Number issued by the Australian Taxation Office.
- Prisoner Discharge Certificate.
- Enrolment with the Australian Electoral Commission.
- Australian student photo identity documents.
- Certified academic transcript from an Australian university.
- Australian Certificate of Discharge.
- Australian Defence Force photo identity card.
• Police Force Officer photo identity card.
• Nurse’s Registration Board documents.
• Firearms license.
• Aviation Security Identification Card.
• Maritime Security Identification Card.
• Security Guard/Crowd Control photo license.

If you are an Aboriginal or Torres Strait Islander and you cannot supply these documents, a statement from a recognised Aboriginal organisation or a letter from a reputable person (e.g. a doctor or elder) confirming your identity is acceptable.

Proof of Income

You need to provide proof of income for all household members when lodging your application.

If an offer for a property is made, updated proof of income will need to be supplied for all household members so that rent payable can be determined.

Wage and salary earner

If you receive a wage or salary, you will need to provide consecutive wage slips for the last three months. Alternatively, your employer can complete the Employer Income Verification Statement.

Self-Employed

If you are self-employed, you will need to supply your Notice of Assessment for the previous financial year.

Pension or benefit

If you receive a pension or benefit from Centrelink or the Department of Veterans’ Affairs, you will need to provide a recent statement (dated no more than four weeks prior) from Centrelink or the DVA confirming each payment you receive. Alternatively, you may complete the Income Confirmation Scheme form consenting for Centrelink to provide the Department of Communities with these details.

Proof of Cash Assets

• Centrelink Income Statement dated no more than four weeks prior.
• Up-to-date statement from your bank/financial institution.
• Evidence from a registered accountant.
**Housing Needs**

If you have an urgent housing need and you meet all eligibility criteria, you may be eligible for priority assistance. You will need to provide documentary evidence of your urgent need for housing such as medical information or support letters from the community or government agencies.

Situations that may contribute to the urgent housing need include medical conditions that are caused or aggravated by housing, domestic violence, harassment, matters associated with child abuse and to reunite a child with their family.

Further details may be obtained via the Housing Needs brochure or you can speak to an officer at your local Department of Communities office about your circumstances and your need for priority assistance.

**Applicants with a disability**

The Department of Communities manages a number of programs to assist people with disabilities, including home modifications to make housing more accessible and in some instances, providing purpose-built housing.

Complete the Disability Information form that is part of your Application for Rental Housing to advise the Department of Communities of any individual housing requirements you need, or a member of your household.

**Zones (metropolitan)**

Rental housing in the metropolitan area is divided into zones representing adjoining suburbs. You can only choose one zone when you make an application. We can advise you which suburbs are in each zone, however, you can not nominate specific suburbs.

**Regions (country)**

Country areas are divided into regions – East Kimberley, West Kimberley, Pilbara, Wheatbelt, Great Southern, South West, Goldfields and Mid West/Gascoyne. For further information on availability and/or wait list times for public housing in particular towns and regions, contact your local Department of Communities office.
Pets
Pets, such as cats and dogs, can only be kept in Department of Communities properties if there is a non-communal enclosed yard and if the relevant Acts, Regulations and local government by-laws it complies with. It is important you advise the Department of Communities if you have, or plan to, have a pet to assist in offering you a suitable property.

Making changes
The Department of Communities recognises that your circumstances may change whilst you are on the wait list. You can make changes to your application at any time such as the zone where you wish to live and the number of people in your household and still maintain the same listing date. Approval from the Department of Communities office in the new zone or region is required before you can change zones whilst listed for priority assistance.

Confirmation
Once you have lodged a complete application, the Department of Communities will register your application and send you a letter confirming your application details and listing date. Please check your details to ensure they are correct. You will be contacted when your turn is reached on the wait list and a suitable property becomes available. It is very important for you to advise the Department of any changes to your address or contact details. Your application may be withdrawn if the Department is unable to contact you.

Application Reviews
You must continue to meet the public housing eligibility criteria through the period you are seeking to remain registered for public housing. The Department reviews all applications regularly to assess your eligibility for public housing and to understand your housing needs. Every year the Department will send you an Annual Housing Application Review form. You must provide up to date contact details and advise the Department if you have any changes to your circumstances. It is important you complete and return the form and provide evidence of income, assets and any other supporting documents to ensure the Department can contact you, determine your eligibility and list you for housing that will meet your housing needs. Failure to return the form may result in your application being withdrawn.
Department of Communities offices*

**Head Office**  
189 Royal Street  
East Perth 6004  
Tel: (08) 6217 6888  
Toll free: 1800 176 888

**METROPOLITAN OFFICES**

**Armadale**  
Shop 2, Armadale Shopping Centre  
Cnr Commerce Ave & Jull Street  
Armadale 6112  
Tel: (08) 9391 1600

**Cannington**  
17 Manning Road  
Cannington 6107  
Tel: (08) 9350 3244

**City Office**  
605 Wellington Street  
Perth 6000  
Tel: (08) 9476 2444

**Fremantle**  
42 Queen Street  
Fremantle 6160  
Tel: (08) 9432 5300

**Joondalup**  
Unit 4, 7 Wise Street  
Joondalup 6027  
Tel: (08) 9404 3300

**Kwinana**  
2 Stidworthy Way  
Kwinana 6167  
Tel: (08) 9411 9500

**Mandurah**  
Unit 1, 17 Sholl Street  
Mandurah 6210  
Tel: (08) 9583 6100

**Midland**  
21 Old Great Northern Highway  
Midland 6056  
Tel: (08) 9250 9191

**Mirrabooka**  
5 Milldale Way  
Mirrabooka 6061  
Tel: (08) 9345 9655

**Victoria Park**  
269 Albany Highway  
Victoria Park 6100  
Tel: (08) 9350 3700

**GREAT SOUTHERN**

**Albany**  
131 Aberdeen Street  
Albany 6330  
Tel: (08) 9845 7144

**Katanning**  
6 Daping Street  
Katanning 6317  
Tel: (08) 9891 1800

**SOUTH WEST**

**Bunbury**  
22 Forrest Avenue  
Bunbury 6230  
Tel: (08) 9792 2111

**Busselton**  
Suite 1A, 9 Harris Road  
Busselton 6280  
Tel: (08) 9781 1300

**Manjimup**  
Unit 10, 30-32 Rose Street  
Manjimup 6258  
Tel: (08) 9771 7800

**GOLDFIELDS**

**Esperance**  
92 Dempster Street  
Esperance 6450  
Tel: (08) 9072 3000

**Kalgoorlie**  
Unit 1-2, 84-90 Brookman Street  
Kalgoorlie 6430  
Tel: (08) 9093 5200

**MID WEST**

**Carnarvon**  
30 Robinson Street  
Carnarvon 6701  
Tel: (08) 9941 6500

**Geraldton**  
201 Marine Terrace  
Geraldton 6530  
Tel: (08) 9923 4444

**Meekatharra**  
14 Main Street  
Meekatharra 6642  
Tel: (08) 9956 5000

**PILBARA**

**Karratha**  
The Quarter HQ  
Level 2, 20 Sharpe Ave  
Karratha 6714  
Tel: (08) 9159 1700

**South Hedland**  
Cnr Brand & Tonkin Sts  
South Hedland 6722  
Tel: (08) 9160 2800

**WEST KIMBERLEY**

**Broome**  
30 Frederick Street  
Broome 6725  
Tel: (08) 9158 3600

**Derby**  
West Kimberley House  
16-22 Loch Street  
Derby 6728  
Tel: (08) 9158 4000

**EAST KIMBERLEY**

**Halls Creek**  
Lot 72-73  
Great Northern Hwy  
Halls Creek 6770  
Tel: (08) 9168 9300

**Kununurra**  
16 Coolibah Drive  
Kununurra 6743  
Tel: (08) 9166 5100

**WHEATBELT**

**Merredin**  
27 Mitchell Street  
Merredin 6415  
Tel: (08) 9081 3800

**Narrogin**  
11-13 Park Street  
Narrogin 6312  
Tel: (08) 9881 9400

**Northam**  
5 Elizabeth Place  
Northam 6401  
Tel: (08) 9690 1900

*For housing related matters

www.communities.wa.gov.au