

WAITLIST

This fact sheet has information that might help you if you want to get on the waitlist for public housing.

What is the waitlist?

This is a list of people waiting to get a rental house. Different organisations in different places will have different waitlists. For example, there might be one waitlist for public housing, one for priority housing and another waitlist for Aboriginal housing.

You will not get offered a rental house unless you are on the waitlist.

If you are high up on the waitlist this means you will get a house sooner, and if you are lower down on the waitlist it means you will wait longer to get a house. It is good to ask Housing (the Department of Communities) how long they think you will wait until you get a rental house. The time you wait will depend on the number of other people on the lists, the size of the house you are waiting for (1,2,3,4 bedrooms) and how often houses that fit your needs come up.

Some people will go up the list ahead of you if they are on a priority waitlist. This means that they have an urgent need for housing for example, because of family violence or being homeless.

When you get to the top of the waitlist and a suitable house is available, Housing must send you a letter to tell you they are ready to offer you a rental house. You then have to decide if you will accept the rental house offered.

Keep your contact information up to date. You might miss out on your turn if Housing sends your letter to the wrong address.



How do I get on the waitlist?



To get on the waitlist you, your partner or anyone applying with you must meet all the rules set by Housing. These are called eligibility criteria.

You must also put in an application form with all the correct information and paperwork in support. This is called an *Application for rental housing*.

If you don't put in the right paperwork with your application you will not be put on the waitlist. You must give Housing the following papers:

1. ID to prove who you say you are and for all your kids and the other people listed on your application.

WAITLIST

2. Proof of the income of all the people who will be living in your house – 12 weeks of pay slips or a Centrelink statement.
3. Proof of how much money you have, for example, what you have in the bank. You can do this by giving Housing a recent bank statement.
4. If you or one of your kids have a disability, fill in the disability information form that is part of the application. Maybe you will get a specially built house.
5. Let Housing know if you have, or plan to get a pet, like a cat or dog. This might mean not every property will be good for you.

What if I want a house more quickly?

Sometimes you might have to find a house to live in quickly. This means you need priority housing. Maybe because you have a medical condition that is caused or made worse by where you live now. Maybe you have experienced family violence and want to move somewhere safer. Maybe Child Protection is working on putting your kids back in your care and you need a bigger house.

You must already be on the waitlist to apply for priority housing.

Contact your local Housing office and ask for a priority interview.

As well as doing everything set out earlier in this fact sheet, you must also give Housing paperwork that backs up your need for housing quickly. This is called supporting paperwork. This might be a letter from your doctor, a letter from Child Protection, or support letters from other community or government agencies.

If Housing agrees with you and put you on a priority waitlist maybe you will get a house sooner than being on the normal waitlist.



What can stop me being on the waitlist?

If you haven't put in all the correct paperwork you will not be put on the waitlist.



When you have a debt with Housing you must make an agreement to pay back that money before you can go on the waitlist.

If your income is over the Housing limit you will not be put on the waitlist.

WAITLIST

Do I have to do anything after my application is put in?

Yes. You must let Housing know about any big changes in your life like:

- » Maybe you have separated from your partner who was part of your application.
- » Maybe more, maybe less people will be living with you.
- » Maybe you have had a kid or are looking after some kids.
- » A change in your address or contact details.



You must also let Housing know about any change in your housing needs like:

- » If you get injured and need some changes to a house to be able to live there.
- » You might want a smaller house if one of your kids has left home or someone else has left.
- » You or your kids have experienced family violence and you need to move to somewhere safe.

After you have been on the waitlist for 12 months, Housing will mail you an *application review form*. This form is a way of Housing checking if anything has changed in your life and if you still want housing.

You must fill this form in and return it to Housing in the pre-paid envelope.

If you don't send the form back and if Housing can't contact you, your housing application will be withdrawn. This means you will not be on the waitlist.

To get back on the waitlist you must put in a new application and you will be at bottom of the waitlist.

How do I know if I am on the waitlist?



Housing must send you a letter to let you know they got your completed application.

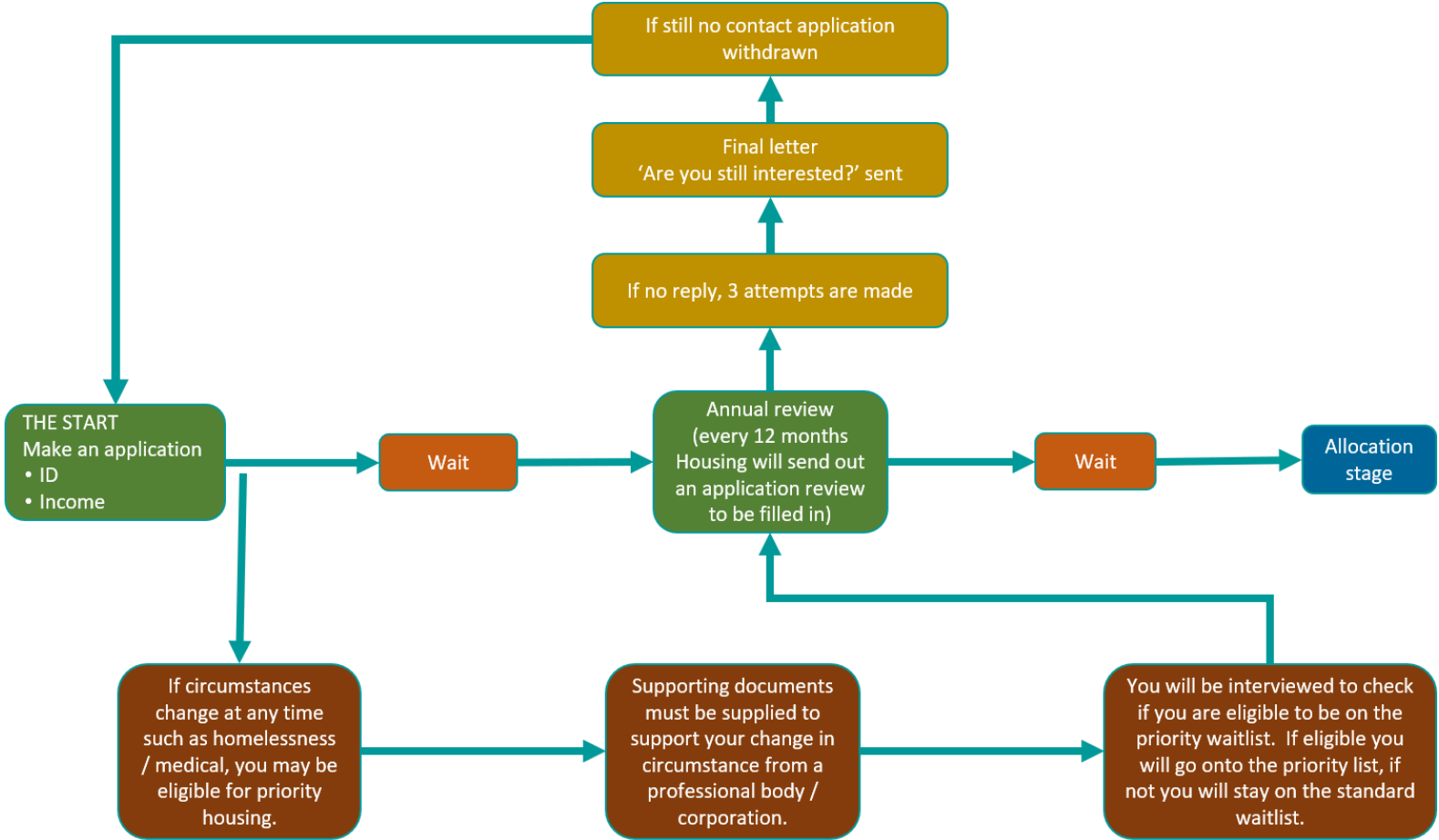
If you don't get a letter after you give your correct details you are not on the waitlist yet. If you are not sure what to do to get on the waitlist, get help from a support agency.

How long will I be on the waitlist?

You might have to wait many years – not just a few days or weeks. Make sure you get on the waitlist by putting in the right paperwork as soon as you can. Make sure Housing have your correct address for mail so you get any letters from Housing about your application.



WAITLIST



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