



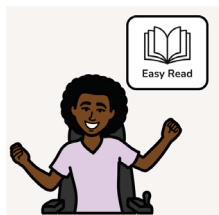
Easy Read

# How to Apply for Social Housing

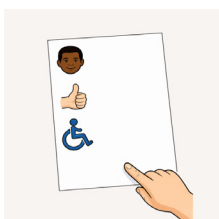
Easy Read Fact Sheet



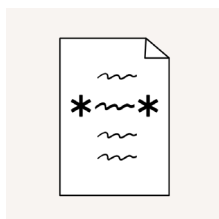
# About Easy Read



This is an Easy Read book.



Easy Read uses simple words and pictures to explain ideas.



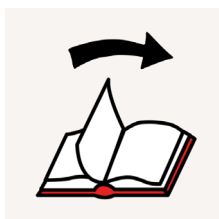
New words are **\*bold with stars\***.



We explain what new words mean.



Easy Read includes key information.



Links to more information are at the end of this book.

# About this book



This book explains how to apply for **\*social housing\***.



Social housing is public and community housing for people on low incomes to rent.



There is a checklist at the end of this book to help you apply.

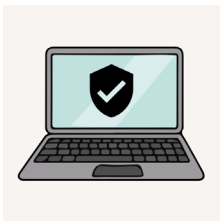
# Different ways to apply

## Online form

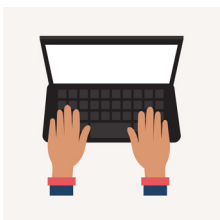


You can do an online form from this web page  
[www.act.gov.au/housing-planning-and-property/public-housing/apply-for-public-or-community-housing](http://www.act.gov.au/housing-planning-and-property/public-housing/apply-for-public-or-community-housing)

## Client portal

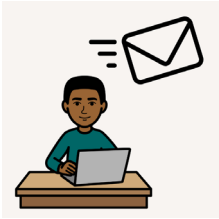


You can scan and upload documents to your client portal.



Log in to your client portal here  
[www.myaccount.act.gov.au](http://www.myaccount.act.gov.au)

## Email us



You can send us an email with scans of your documents.

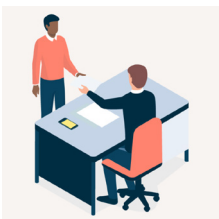


Email [housing.customerservice@act.gov.au](mailto:housing.customerservice@act.gov.au)

## Post or bring in your forms



Our address is  
153 Emu Bank Belconnen  
Canberra ACT 2601

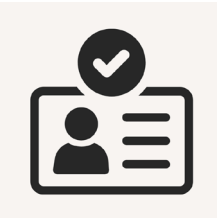


You can post the forms or bring them to us in person.

# Mandatory documentation

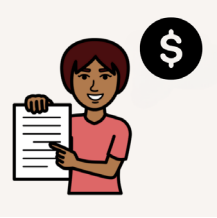


Mandatory documentation is information you **must** give us when you apply.



Mandatory documents include

- proof of identity or **ID** for short



- proof of income



- proof of 6 months living in the ACT

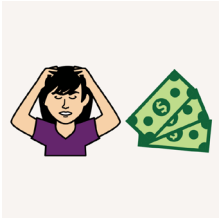


- proof of assets.

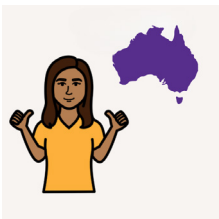


Mandatory documents also include

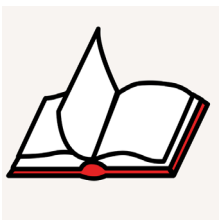
- documentation about ownership or interest in real estate



- notice of bankruptcy



- proof of visa status in Australia.

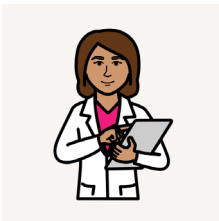


The checklist starting on **page 21** will help you prepare all documents you need to apply.

# Supporting documents



It can be helpful to bring supporting documents to show why you need help.



For example, you might bring

- medical letters about your health or disability



- information about family violence. For example, police orders.



You might have proof of being homeless. For example, a notice to vacate.

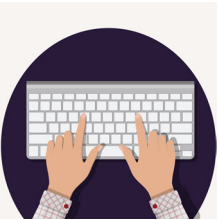


You might have documents showing your home is not safe to live in.

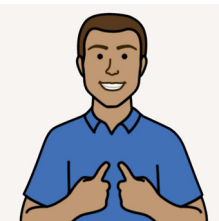
# What happens after you apply?



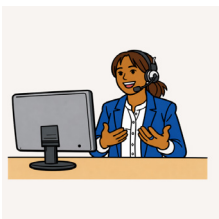
If you apply at our office, a worker will save your information to our computer.



Your information will save by itself if you do the online form.



You then get a **\*reference number\*** to connect your application back to you.



Our team will look at your application and reach out about the next steps.

## When we reach out



After we make contact, we move to the next stage to collect documents.



If we cannot reach you, we will try to reach the contact person you put on your form.



We will send a letter if we cannot reach you.



You must share the mandatory documents with us as the next step.



We will look at your documents and decide if you can get social housing or not.

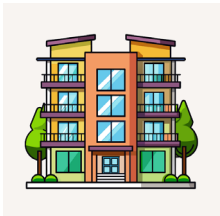
# If you can get social housing



If you are **\*approved\***, we send you a letter.

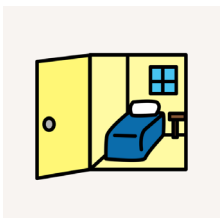


Approved means you can get social housing.

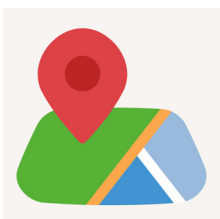


The letter says

- the type of housing you can get

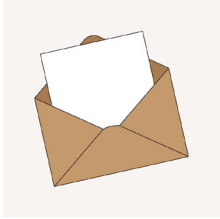


- how many rooms in your house.



The letter asks about areas you might like to live in.

# If you cannot get social housing



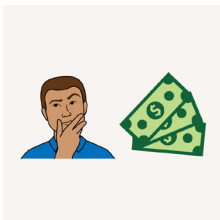
If you cannot get social housing, we send you a letter.



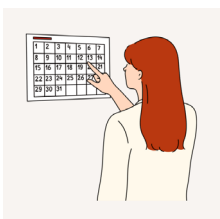
The letter explains why you cannot get social housing.



The letter includes your income and how much you were over the **\*income barrier\***.



The income barrier is the amount of money people make to be allowed social housing.



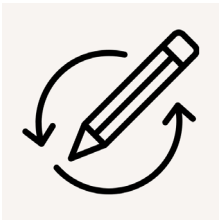
You have **28 days** to ask us to look at your application again.

# If you are put on a waitlist



You might stay on a waitlist until

- you give us more information



- we do a **\*reassessment\***



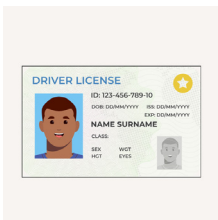
- a housing option comes up and you say **yes**.



A reassessment means our team will look at your application again.

# Mandatory Documents Checklist

## Proof of identity



You must give 1 of these as your **\*primary proof of identity\***

- drivers licence



- Australian passport that is current or expired less than 3 years ago



- birth certificate

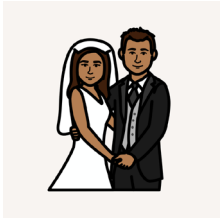


- Australian citizenship certificate.

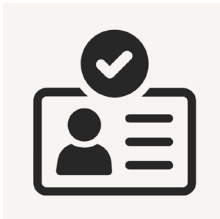


Primary proof of identity can also be

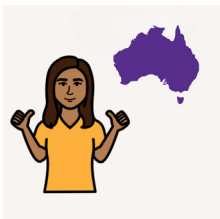
- change of name certificate



- marriage certificate



- ImmiCard

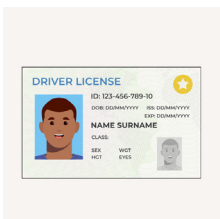


- Australian visa.

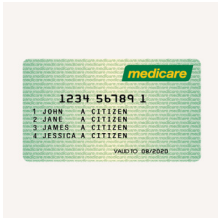


You must give 1 of these as your  
**\*secondary proof of identity\***

- Australian Passport if it was not your primary ID



- drivers licence if it was not your primary ID.



Secondary proof of identity could also be your

- Medicare card

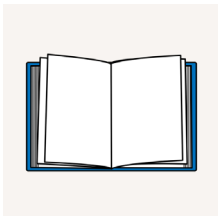


- Centrelink concession card.



If you have a child under 16 years old in your care, you must give 1 of these

- the child's birth certificate



- the child's blue book



- the child's immunisation record.



If you apply at our office in person, bring the real original documents.

# Proof of income



You must tell us about your **\*household income\***.



Household income is the total money made by all people in your home.



You must provide 1 of these

- a Centrelink statement



- a signed consent to share Centrelink information



- an Austudy statement.



Or you can provide 1 of these

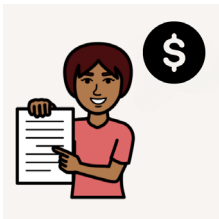
- 1 or more pay slips



- an overseas pension statement



- an interest earnings statement



- a profit and loss statement.

## Proof of 6 months in the ACT



You must also show you lived in the ACT for at least 6 months.



You must give 1 of these

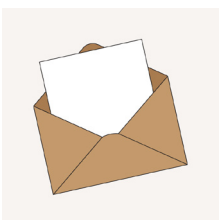
- your Centrelink address history

- your current residential lease



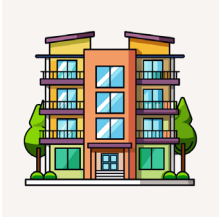
- your gas, electricity or water bills.

## Bankruptcy notice



If you have been bankrupt, you must share the bankruptcy letter with us.

# Documents about ownership or real estate interest

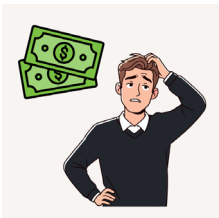


**\*Documents about ownership or real estate interest\*** mean you owned a house or want to buy property.



You must give documents to show 1 of these

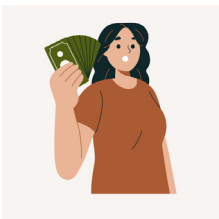
- details about what you agreed to sell the house for



- mortgages you have not paid yet



- what the house is worth



- what you expect to sell the property for.

# Supporting Documents Checklist

## Proof of legal custody or access to dependent children



This might be court orders or access orders.

## Medical certificates



This might be letters showing your medical history and how they explain housing history.

# Support letters

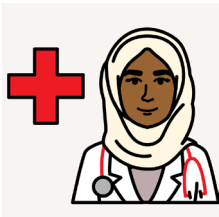


This might be letters explaining your needs from

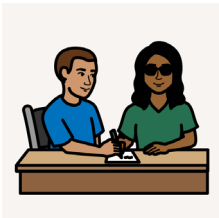
- a community agency



- a homelessness service



- your doctor



- your welfare worker



- your employer.

## Other helpful information about you

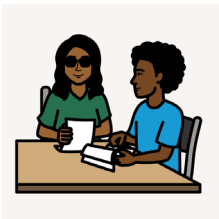


Feel free to share any other helpful documents to help us understand your needs.

# Accessibility



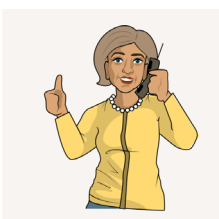
We care about **\*accessibility\***.



Accessibility means things are easy to find and use for different people.



For example, you might need large print or audio information.



For help with accessibility contact us.

# Contact us

## Call



Call Housing ACT on 1800 950 255  
or call your housing manager.

## Email



Email us at  
[housing.customerservice@act.gov.au](mailto:housing.customerservice@act.gov.au)

## Address



Visit our office in work hours at  
153 Emu Bank Belconnen  
Canberra ACT 260

# Free help on phone calls



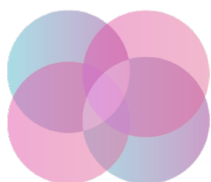
Call 131 450 for the Translating and Interpreting Service if English is not your first language.



Call 1800 555 660 for the National Relay Service if you have communication support needs.



Call 1800 555 677 if you use a teletypewriter or TTY.



Embrace **Access**

Embrace Access wrote this Easy Read book. This book was co-designed by an advisor with lived experience of disability. You must ask for permission to use the words and images in this book. Picture Communication Symbols © 1981–2026 by Tobii Dynavox. All Rights Reserved Worldwide. Used with permission. Boardmaker® is a trademark of Tobii Dynavox. Contact the team at Embrace Access to create your own co-designed Easy Read book. W: [www.EmbraceAccess.com.au](http://www.EmbraceAccess.com.au) E: [info@EmbraceAccess.com.au](mailto:info@EmbraceAccess.com.au) M: 0433 759 535