

Guide to applying for public housing

About public housing

Public housing provides shelter and security for people in need – especially those who have recently been homeless or need support.

There are two applications for public housing:

- The ***Application for public housing*** must be completed by all applicants. This form asks questions about you and the people who will live with you. It helps us decide your general eligibility for public housing.
- The ***Early housing supplement to the Application for public housing*** is optional. This form asks details about where you live now and establishes if you are entitled to be offered a home before other people on the public housing waiting list.

Being eligible

You can apply for public housing as a single person, a couple or a family. A group of people can also join together to make a group application.

In general, to be considered for public housing you must live in Victoria and:

- have Australian citizenship or permanent residency status
- not earn or own more than the current public housing income and asset limits
- not be subject to Centrelink's two-year waiting period for newly-arrived migrants
- not own or part-own a house, unit or flat
- repay any money that is still owed from a previous public housing tenancy or bond loan
- provide the required proof of identity, residency status, and income and other documents.

If you are experiencing family violence or you are homeless

If you need immediate assistance because of family violence, call the Women's Domestic Violence Crisis Service on **1800 015 188**. It is free and operates 24 hours a day, 7 days a week.

If you are homeless and need crisis accommodation, call the housing crisis line on **1800 825 955** to speak to a housing and support worker. This service operates 24 hours a day, 7 days a week.

If you need help

If you need help to fill in the application, you could ask a community service organisation, family member or friend to help you.

Contact your local Department of Human Services office to find out which community service organisations can help you or if you need an interpreter. Our staff can provide you with advice

A list of our offices is on our website (www.housing.vic.gov.au) and in the White Pages government directory under 'Human Services'.

How to fill out the applications

The steps to follow:

1. There are seven sections in the *Application for public housing* (Sections A to H). Complete all sections, unless you are a:
 - **single applicant** and will live on your own, do not complete Section H.
 - **current public housing tenant**, do not complete Section D.
2. Attach the documents we need from you and everyone who will live with you over 15 years of age.
 Page 2 of the application tells you about most of the documents you need to give us to confirm your general eligibility for public housing.
 As you complete the application we may ask for additional documents depending on your circumstances.
3. Sign the Declaration, *acknowledgement, and consent* in Section G.
4. Tick off the checklist in Section G to make sure your application is complete.
5. Complete the *Early housing supplement to the Application for public housing* if you think your circumstances match one of the early housing categories in Section J of this guide.

Please give us all the information and documents we ask for. If you don't, it may take us longer to give you an answer about your application.

We will write to you within 14 days of receiving your application - to tell you if your application has been approved or to ask for more documentation or information, if we need it.

Application for public housing sections

Section A

About you

This section asks for your personal information: name, date of birth, gender, marital status, contact details, residency status, and if you need an interpreter.

Completing this section of the application makes you the **Primary applicant** – the person who owns the application. As the primary applicant, you will have responsibilities regarding the application (see page 6 of this guide).

Section B

Privacy and this application

This section asks if you want to make your application secure with a password and security question only you know the answer to (Questions B1, B2 and B3). This will help to protect your privacy.

If there are other household members, they will not be able to get any information about your application.

Having a password and question will also make it easier for you to get information about your application by phone.

At Question B4 you can also tell us about any support or advocacy you may be getting from an individual or organisation, and whether you give permission for us to contact them to discuss your housing needs.

This is so we can work together to provide you with the best assistance possible.

If applicable, speak to the person or organisation that is supporting you before deciding whether you want copies of all letters we send to you to be sent to them as well. Some organisations or individuals may not wish to receive copies of letters if they have not discussed it with you first.

Question B5 asks if you think that you will need any help to set up or keep your tenancy when you move into your home. If you do, we may be able to refer you to a community organisation for help.

Section C

Information about your income and assets

This section asks about the money you receive and the assets you own.

If you are currently receiving a payment from Centrelink, you can either give us information and documents to confirm your income and assets, or allow us to get this information directly from Centrelink via **Centrelink Confirmation eServices** (CCeS). If you use this service, you only have to answer Question C5.

There is more information about CCeS at Section G of this guide.

We are interested in all types of income you receive from any source.

Assets generally include money in the bank, shares, mobile homes, real estate, businesses and so on. Assets may include superannuation funds if the money can be accessed.

Assets generally do not include personal belongings, your car or furniture.

Your income and assets must be within our limits. We usually update these every six months. To get current income and assets information, contact your local office or visit our website and search for 'public housing income limits'.

If you own or part-own a house or flat, you are not eligible for assistance. But special provisions may apply if you can't sell or live in this property. Ask your local office for more information about this.

See more information about income, assets and the documents we need on pages 10 to 12 of this guide.

Section D

Information about where you live now

This section asks where you are living and how long you can stay there, so we get a better understanding of your housing needs (Questions D1 to D4).

Section E

Additional housing information

This section asks for other information we need to know. Question E1 asks whether you are expecting a child as this may affect how many bedrooms you are eligible for.

Questions E2, E3 and E4 ask if you are submitting an application under the Housing and Support Program (HASP), applying for sponsored accommodation or a mutual swap. You will already know if you are in one of these programs.

Special accommodation requirements

Question E5 asks about any location, access, or special accommodation requirements your household may have. For example:

- If you have a medical condition and a specific hospital or doctor must treat you, you can ask for a home in an area that lets you easily travel to them.
- You may need a particular type of housing, like one with wheelchair access or other modifications.

If there are special reasons why you need access to a particular location or need to live in a particular type of property, ask your health professional to explain by completing an *Application for special accommodation requirements*.

This form is available from your local office, or on our website: www.housing.vic.gov.au

Referral to other housing providers

Question E6 asks if you would like us to refer your details to community housing providers. Providing consent for us to do this will increase your chances of finding long term suitable housing.

Community housing is owned and/or managed by not-for-profit organisations, such as registered housing associations and providers.

Like public housing, community housing rents are based on what people can afford to pay.

Applying for housing with a community housing provider may improve your chances of finding a home sooner.

If you consent, in addition to being on the public housing waiting list, we can refer you to:

- a registered housing association
- a housing cooperative
- Aboriginal Housing Victoria (only if you are Aboriginal or Torres Strait Islander)
- rooming houses with self-contained accommodation.

You can also apply to community housing providers directly. Their details can be found on the Victorian Housing Registrar's website: www.housingregistrar.vic.gov.au

Section F

Where you would like to live

This section asks you to choose up to three waiting list areas that you would like to live in (Question F1).

Waiting list areas are made up of neighbouring suburbs or towns that are linked by public transport.

After you reach the top of the waiting list, you will be offered the first property that becomes available in any suburb or town within a waiting list area that you have selected.

There is a list of waiting list areas on the next page. Waiting list areas with more than one suburb or town are listed in more detail on pages 13 to 15.

Waiting list areas close to the Melbourne central business district are more likely to have homes that are high-rise or walk-up apartments. Areas further away from the city and in the country are more likely to have stand-alone houses and units.

If you select a waiting list area that does not have the size or type of housing that is suitable for you, we will ask you to choose another area.

Staff at your local Department of Human Services office can tell you more about waiting list areas.

Section G

Centrelink Confirmation eServices

Centrelink Confirmation eServices (CCeS) is an online service that allows us to get information directly from Centrelink, to confirm your eligibility for housing services.

We recommend that you use CCeS if you are a Centrelink customer as we periodically require up-to-date information about your income and assets to confirm your eligibility for public housing after your application is approved.

CCeS has strict privacy and security standards, and we must have your consent before we can obtain information about you.

You and other household members can provide consent by signing the Consent to use *Centrelink Confirmation eServices* in Section G of the application and ticking the *Income confirmation* and/or *Contact and address verification* boxes.

If you tick the **Income confirmation** box:

- we can use CCeS to obtain information about your income and assets directly from Centrelink
- you will not need to tell us about your income or financial assets (apart from lump sum payments).
- It will make it easier for you and quicker for us, to assess your eligibility for housing services.

Waiting list areas

Alexandra	Creswick	Lakes Entrance	Rosedale
Altona*	Dandenong*	Lara	Rushworth
Anglesea*	Dartmoor	Leitchville	Rutherglen
Apollo Bay	Daylesford*	Leongatha	Sandringham*
Ararat *	Deans Marsh	Lismore	Sea Lake
Avoca	Derrinallum	Macarthur	Seymour
Bacchus Marsh	Dimboola*	Maffra	Shepparton*
Bairnsdale*	Donald	Mallacoota	Simpson
Ballan	Dunkeld	Manangatang	Skipton
Barwon Heads*	Dunolly	Mansfield	Stanhope
Bass Coast*	Echuca	Maroondah*	Stawell/St Arnaud
Beaufort	Edenhope/Apsley	Maryborough*	Stratford
Beechworth	Eildon	Marysville	Sunbury*
Bellarine*	Elmore	Meenyan	Sunshine*
Benalla*	Flemington*	Melton/Werribee*	Swan Hill
Bendigo*	Foster	Merrigum	Tallangatta
Berwick/Pakenham*	Frankston*	Mildura	Tangambalanga
Birchip	Geelong North*	Mirboo North	Timboon
Boolara	Geelong South*	Mornington Peninsula*	Tongala
Boort	Girgarre	Mount Beauty	Toora
Box Hill*	Gisborne*	Moyhu	Tungamah
Bright	Gunbower	Murchison	Wahgunyah
Broadford*	Hamilton	Myrtleford	Wangaratta
Broadmeadows*	Heathcote	Nagambie	Warracknabeal*
Camperdown*	Heidelberg*	Nathalia*	Warrnambool
Cann River	Heyfield	Neerim South	Watsonia/ Kinglake*
Casterton	Heywood	Newbridge*	Waverley*
Castlemaine*	Horsham*	Nhill/Kaniva	Wedderburn
Central Highlands*	Inglewood	Nyah West	Wellington*
Central Latrobe Valley*	Inner Metro East*	Oakleigh*	West Gippsland*
Charlton	Inner Metro North*	Omeo	West Latrobe Valley*
Cheltenham*	Inner Metro South*	Orbost	Westernport*
Chiltern	Keilor/St Albans *	Ouyen	Winchelsea
Clunes	Kerang	Port Fairy	Wodonga*
Cobden	Knox*	Portland	Wycheproof
Cobram	Koondrook	Preston*	Yarra Ranges Rural*
Cohuna	Koroit	Pyramid Hill	Yarram
Colac	Korumburra	Quambatook	Yarrawonga*
Coleraine	Kyabram	Queenscliff*	Yea
Corryong	Kyneton*	Robinvale	
Cranbourne*	Lake Boga	Rochester	

* This waiting list area includes more than one suburb. See pages 13 to 15 for more information about which suburbs or towns are included.

If you tick the **Contact and address verification** box:

- we can use CCeS to obtain your contact and address details directly from Centrelink
- we can update your contact details and contact you about your housing application, even if you forget to tell us that you have changed address.

Important: We know that applicants waiting for public housing can often move from one housing situation to another and forget to tell us their new address. If we are unable to contact you about your application, your name may be removed from the public housing waiting list.

Section H

Additional household member and dependants

You only need to complete section H if you will be living with other adults (for example, a partner, family member, or friend) or children (your own, and/or dependants of other adults who will live with you).

We need the same information and documents for them as we need for you.

In this section you can add one adult and up to four dependants to your application.

To add more adults or dependants to your application, use the *Additional public housing applicant and/or dependants* form. This form is available from any of our offices or our website.

Other important information

The Primary applicant's responsibility

Read the **Declaration, acknowledgement and consent** section of the application very carefully, as it tells you about the things you must do as the Primary applicant.

These include:

- signing the **Declaration, acknowledgement and consent**
- understanding your responsibility for the housing application
- consenting or confirming consent for all referrals and sharing of information
- telling us if there are any changes to the application at any time in the future, including a change in your household or if you move to another address.

Important: Always tell us when you move house before we offer you housing.

If we cannot contact you about your application, your name may be removed from the public housing waiting list.

Some common questions

How long will I have to wait for housing?

Waiting times vary between waiting list areas.

Waiting times can be affected by the number of applications ahead of you on the waiting list. Priority is given to people who have demonstrated an urgent housing need under one of our early housing categories.

The number of homes in demand in a given area, and how often vacancies arise in each location can also affect how long you have to wait.

If you have special location requirements, or need a particular type of property (for example, one with modifications), these requirements may increase your waiting time.

How many offers of housing will I get?

If your application is approved, you will receive an offer of housing when a property becomes available.

If you do not accept this offer, you will receive one more offer. If you do not accept this second offer, your name will be removed from the waiting list.

If you are approved for early housing, you will receive only one offer as soon as a property that suits your needs becomes available.

If you refuse that offer, you will be placed on the general waiting list and will receive a second offer when your name reaches the top of the list and a property becomes available. You may have to wait a long time for your second offer.

Money owing

If you owe us money from a previous public housing tenancy or bond loan, your application can be approved, but you must repay or start to repay the debt.

If you are approved for the general waiting list, you will not be offered housing until all the money you owe has been repaid.

If you are approved for early housing, you must enter into a repayment agreement and make regular repayments before you can be offered housing.

Early housing supplement

The *Early housing supplement to the Application for public housing* (the supplement) is a separate application. It is used to apply for priority access to public housing based on an urgent housing need.

Section I

About you and your household

If you are completing and lodging the *Early housing supplement* together with the *Application for public housing*, only answer Question I1 of the supplement. We will get the other details from your completed *Application for public housing*.

If you already have an approved application for public housing, or you have already given us your *Application for public housing*, then you need to complete all relevant sections of the supplement. This ensures that we have your correct address, contact and household details.

If your household members have changed since you lodged your *Application for public housing* or we are unable to confirm all household members' incomes and assets via Centrelink Confirmation eServices, we may write to you to ask for more information before we can decide if you are eligible for early housing.


Section J

The urgency of your housing need

Priority for public housing is given to households that can demonstrate an urgent housing need under one of our **early housing** categories.

Complete the supplement to demonstrate that your circumstances meet **one** of the early housing categories described below.

If your circumstances do not meet one these early housing categories, you will be approved for the general waiting list as long as you meet our general public housing eligibility requirements.

As you fill in the supplement, the  symbol and blue text in each question explain what documents you will need to give us to confirm your eligibility for early housing. Only provide documents that relate to **one** of the categories.

Early housing categories

- Homeless with support*
- Unsafe housing
- Insecure housing
- Significant personal support*
- Inappropriate housing
- Modified housing
- Urgent medical need

* Applications under the *Homeless with support* and *Significant personal* support categories can only be made on your behalf by an organisation that is providing you with support. If your circumstances and the support you are receiving qualify, the organisation will need to use a different application form. If you think this may apply to you, please speak to your support provider **before completing the application**.

Unsafe housing (questions J1 to J3)

You are experiencing *family violence* or a *serious threat of physical danger* in your current housing, or you were forced to flee your previous housing for one of these reasons. You are now living in a refuge; emergency housing; transitional housing; the housing where the violence occurred; or temporarily with family or friends.

Modified housing (question J4)

You or a household member are living in highly unsuitable housing and need a suitably modified home as a matter of urgency. We would consider your current home unsuitable if it is not modified to meet your needs or, if you are a current public housing tenant, it cannot be modified.

This category targets people who require major or full disability modifications in their homes. Examples of the two modifications categories include:

- **Major modifications:** disabled (stepless) shower, disabled toilet, wheel chair access to some parts of the property, wheelchair charging bay, internal fire safety sprinkler system, and structural reinforcement for bathroom and bedroom hoists.
- **Full modifications:** you require a fully-modified property which is wheelchair accessible, in order to live independently. As well as the major modifications above, a fully-modified property would include full kitchen and laundry modifications.

If you require **minor modifications**, such as a ramp, hand or grab rails, walk-in shower, housing without stairs, then the *Urgent medical need* category below may apply to you.

Urgent medical need (questions J4 and J5)

You or a household member have a serious medical condition and urgently require alternative housing as a result of that condition. If you have a physical or intellectual disability, or a psychiatric condition, you must demonstrate that your current housing is detrimental to, or exacerbates, your condition.

Inappropriate housing (questions J6 and J7)

Severe overcrowding exists when you need at least two more bedrooms than where you are living now (in accordance with the department's housing size guidelines).

You are considered to be living in *unsuitable housing* if the size of your current accommodation forces parents or other adults to share bedrooms with children, or children of different genders (where at least one child is aged six years or more) to share bedrooms. This category also applies to families with dependants who are living in a rooming house, hotel room or caravan where there are no independent cooking or bathroom facilities. *Family reunification* applies in cases where:

- your current housing is preventing you from living with your dependants (children) because the Department of Human Services' Child Protection unit has concerns about your current accommodation that require you to get suitable alternative housing before they can live with you again; or
- the only reason your dependants are not living with you is because you do not have appropriate housing in which to live.

Insecure housing (questions J8 and J9)

You or a household member are currently homeless – either staying temporarily with family or friends or residing in crisis or emergency accommodation – but do not have the high support need required to access the Homeless with Support category.

Section K

Your search for alternative housing

This section asks about the efforts you have made so far to find alternative housing (Questions K1 to K3).

If you have been unable to seek or secure private rental housing, we ask for confirmation of this from you or a housing support worker (if you received assistance from one).

In deciding your eligibility for **early housing**, we consider the following factors:

- the availability of affordable private rental accommodation that matches your housing requirements in your preferred area, as well as other suitable areas
- your particular housing requirements, such as the need for a large property (four or more bedrooms)
- your capacity to search for alternative housing, due to a physical, psychiatric or intellectual disability
- your experience of repeated discrimination by private landlords or owners for reasons outlined above.

The availability of affordable private rental properties is assessed against our quarterly rental report. The measure of affordability is based on our *Bond loan* scheme eligibility criteria (where the rent charged should be no more than 55 per cent of the total household income).

Our quarterly rental report is available on our website: www.housing.vic.gov.au

Support

Questions K4 asks if someone is helping you to apply for early housing, and if you want them to be able to talk to us about it if we need more information.

Question K5 asks if you will need any help if you move into public housing.

Section L

Insecure housing eligibility confirmation

If you are homeless and answer 'yes' to Question J8 or J9, you need to get assistance from a housing-related community organisation. That organisation needs to complete Section L of the supplement to confirm the assistance they have provided you with.

Income information and documents

If you are using Centrelink Confirmation eServices (CCeS), you do not need to give us details of your income.

If you or any household members are not using CCeS, you will need to give us the following information at Questions C3 and H15 respectively:

Type of income	This includes wages, Centrelink payments, Austudy payments, Veterans' Affairs pensions, child maintenance payments, income from self-employment or a business, overseas pensions, WorkCover, superannuation, income from mobile homes, compensation payments, and income from any other source, for example, rental income if you own a tenanted property.
Gross weekly income	The amount of gross weekly income before tax or any other deductions received by each household member.
Centrelink reference number (CRN)	Your Centrelink reference number (CRN), if you get any income from Centrelink.
Veterans' Affairs number (DVA)	Your Veterans' Affairs number if you get any income from the Department of Veterans' Affairs.

Any household members, including yourself, who are not using CCeS will need to give us documents to confirm your income. These must be less than two weeks old. You may be able to get the documents we need by contacting the organisation or agency who paid you the income.

These are the documents we need for each type of income you may receive:

Income type	Documents we require from you
Centrelink pension, benefit or allowance and Family tax benefit	A statement from Centrelink showing the income you get and when payments started.
Wages	<p>A statement from your employer showing your gross weekly or fortnightly earnings before tax or any other deductions for the last 13 weeks or if less than 13 weeks, the date you began working there. This includes overtime, allowances, loadings, bonuses, salary sacrifice and fringe benefits.</p> <p>You can also give us payslips or a signed letter from your employer stating your gross income for the period. Your wage statement must be dated and signed by your employer.</p>
Austudy, Abstudy	A letter from the Department of Education, Employment and Workplace Relations showing the income you get and when payments started.
University bursaries and grants	A letter from the institution or school body providing the funds showing the income you get and when payments started.

(cont...)

Income type	Documents we require from you
Veterans' Affairs pension	A letter from the Department of Veterans' Affairs showing the income you get and when payments started.
Child maintenance payments	<p>A letter from a child support agency, Centrelink income statement or Family Court Order showing the payments you get and when the payments started.</p> <p>If your child maintenance payments are not regular or change from time to time, we need a letter from the child support agency showing all payments received. If you have a private maintenance arrangement, we need a letter from the person making the payments showing the payments being made.</p>
Self-employment, business, partnership or company	<p>A copy of the latest 13-week minimum profit and loss statement (including a statutory declaration) from your accountant or prepared by you if you do not use an accountant.</p> <p>We also need details of all other income over the same period.</p>
Overseas pension or income	A letter from Centrelink, overseas pension organisation, bank account statements or copy of bankbooks showing details of the payments you got for the last 13 weeks.
WorkCover payments	A letter from WorkCover showing the date payments started and the amount you got for the last 13 weeks.
Superannuation investments or payments	A letter from your superannuation fund showing the payments you got for the last 13 weeks and the total amount you have invested.
Income from mobile homes	A letter from the caravan park or your copies of the receipts showing the rental payments you received.
Compensation payments due to loss of income	Legal documents showing dates when income was lost, the date of settlement, the Centrelink preclusion period (if applicable) and the payments you got.
Rental income from real estate	A copy of the most recent lease agreement and evidence of gross rental income you got for the last 13 weeks.
Income from any other source	<p>Documents showing income from any other source.</p> <p>Speak to the staff at your local office about the type of documents we need depending on the source of this income.</p>

Asset information and documents

If you are using CCeS, you do not need to give us details of your assets, apart from any real estate.

Household members not using CCeS (including yourself) will need to give us information and documents about their individual assets.

Bank accounts

Tell us about each person's bank accounts, including the:

- name of each bank account holder
- amount of money in the account
- date the account was opened (if it is a new account since your last application).

Please give us the:

- most recent original account statements covering at least eight weeks for all bank accounts
- most recent original or clear photocopies of bankbooks covering at least eight weeks, clearly showing the name of the account holder.

These documents must be less than two weeks old. An automatic teller machine (ATM) statement can be used; as long as it shows your card number and that you are the cardholder.

We can make copies of these documents and give the originals back to you.

Investments

Tell us about any investments that earn interest or dividends for any household member. This includes bonds, shares, superannuation funds, debentures or annuities. Include the

- name of each account holder or investor
- the amount of money invested.

Please give us a letter from your bank or financial institution showing the amount invested.

Land and property

Tell us about any vacant or occupied land or property owned by any household member.

This includes houses, units, flats and commercial properties. Include the:

- name of the property owner(s)
- address of the property
- current market value of the property
- equity you hold in the property
- date of settlement of the property.

Please give us

- the most recent valuation notice from your local council giving the current market value
- evidence from your financial institution showing your equity in the property.

If you are receiving rental income from this property, include the gross weekly rent as income.

Waiting list areas with multiple suburbs or towns

The list below only shows waiting list areas that include more than one suburb or town.

Waiting list areas with only one town are listed on page 5.

Waiting list area	Towns and suburbs
Altona	Altona, Altona Meadows, Altona North, Brooklyn, Footscray, Kingsville, Laverton, Newport, Seddon, Spotswood, Tottenham, West Footscray, Williamstown, Williamstown North and Yarraville
Anglesea	Anglesea, Aireys Inlet and Torquay
Bacchus Marsh	Bacchus Marsh, Darley
Barwon Heads	Barwon Heads and Ocean Grove
Bellarine	Clifton Springs, Drysdale, Leopold, and St. Leonards
Bendigo	Bendigo, California Gully, Eaglehawk, East Bendigo, Epsom, Golden Square, Kangaroo Flat, Kennington, Long Gully, Newbridge, North Bendigo, Quarry Hill, Spring Gully, Strathdale, Strathfieldsaye and White Hills
Berwick/Pakenham	Beaconsfield, Beaconsfield Upper, Berwick, Bunyip, Cockatoo, Doveton, Endeavour Hills, Eumemmerring, Fountain Gate, Hallam, Koo Wee Rup, Narre Warren, Narre Warren North, Narre Warren South, Officer and Pakenham
Box Hill	Ashburton, Balwyn, Box Hill, Box Hill North, Box Hill South, Bulleen, Burwood, Burwood East, Camberwell, Doncaster, Doncaster East, Donvale, Glen Iris, Hawthorn, Hawthorn East, Kew, Kew East, Mitcham, Mont Albert, Mont Albert North, Notting Hill, Ringwood North, Surrey Hills, Templestowe, Templestowe Lower and Warrandyte
Broadmeadows	Attwood, Broadmeadows, Campbellfield, Coburg, Coburg North, Coolaroo, Craigieburn, Dallas, Fawkner, Gladstone Park, Glenroy, Greenvale, Jacana, Meadow Heights, Oak Park, Pascoe Vale, Pascoe Vale South, Preston, Roxburgh Park, Tullamarine and Westmeadows
Camperdown District	Camperdown and Terang
Cann River	Cann River and Mallacoota
Castlemaine	Campbells Creek, Castlemaine and Maldon
Central Highlands	Alfredton, Ballarat, Buninyong, Delacombe, Mount Clear, Mount Pleasant, Redan, Sebastopol, Wendouree
Colac	Colac and Elliminyt
Cranbourne	Cranbourne, Cranbourne North, Cranbourne West, Hampton Park, Lang Lang, Langwarrin, Lyndhurst, Skye
Dandenong	Aspendale, Aspendale Gardens, Carrum Downs, Chelsea Heights, Dandenong, Dandenong North, Dandenong South, Dingley Village, Keysborough, Noble Park, Noble Park North, Patterson Lakes, Springvale and Springvale South
Daylesford	Daylesford, Hepburn and Hepburn Springs

Waiting list area	Towns and suburbs
Dimboola	Dimboola, Jeparit and Rainbow
Edenhope/Apsley	Edenhope and Apsley
Flemington	Airport West, Ascot Vale, Avondale Heights, Essendon, Essendon North, Essendon West, Flemington, Keilor East, Moonee Ponds, Niddrie, Strathmore and Strathmore Heights
Frankston	Aspendale, Bonbeach, Carrum, Chelsea, Crib Point, Edithvale, Frankston, Frankston North, Frankston South and Seaford
Geelong North	Bell Park, Bell Post Hill, Corio, Geelong, Geelong West, Hamlyn Heights, Herne Hill, Lovely Banks, Manifold Heights, Norlane, North Geelong and North Shore
Geelong South	Belmont, Breakwater, East Geelong, Grovedale, Highton, Newcomb, Newtown, South Geelong, St Albans Park, Thomson, Wandana Heights, Waurin Ponds and Whittington
Gisborne	Gisborne and New Gisborne
Heidelberg	Eaglemont, Heidelberg, Heidelberg Heights, Heidelberg West, Ivanhoe, Macleod, Rosanna, Viewbank and Yallambie
Horsham	Horsham, Murtoa, Natimuk and Rupanyup
Inner Metro East	Abbotsford, Alphington, Burnley, Clifton Hill, Collingwood, Fairfield, Fitzroy, Fitzroy North, Northcote, Richmond and Thornbury
Inner Metro North	Brunswick, Brunswick East, Brunswick West, Carlton, Carlton North, East Melbourne, Fitzroy North, Kensington, North Melbourne, Parkville, and West Melbourne
Inner Metro South	Albert Park, Armadale, Balacava, Elsternwick, Elwood, Melbourne, Middle Park, Port Melbourne, Prahran, Ripponlea, South Melbourne, South Yarra, St Kilda, St Kilda East, St Kilda West, Toorak and Windsor
Keilor/St Albans	Cairnlea, Deer Park, Delahey, Kealba, Keilor, Keilor Downs, Keilor Park, Kings Park, St Albans, Sydenham, Taylors Lakes and Tullamarine
Knox	Bayswater, Boronia, Ferntree Gully, Knoxfield, Lysterfield, Rowville, Scoresby, The Basin, Upper Ferntree Gully, Wantirna and Wantirna South
Maroondah	Bayswater North, Blackburn, Blackburn North, Blackburn South, Chirnside Park, Croydon, Croydon Hills, Croydon North, Croydon South, Forest Hill, Heathmont, Kilsyth, Lilydale, Mitcham, Montrose, Mooroolbark, Nunawading, Ringwood, Ringwood East, Ringwood North, Vermont, Vermont South and Warranwood
Melton	Diggers Rest, Hillside, Kurunjang, Melton, Melton South and Melton West
Mildura	Irymple and Mildura
Monash	Ashwood, Chadstone, Clayton, Glen Waverley, Hughesdale, Huntingdale, Mount Waverley, Mulgrave, Oakleigh, Oakleigh East, Oakleigh South, Syndal and Wheelers Hill

Waiting list area	Towns and suburbs
Mornington Peninsula	Blairstown, Dromana, McCrae, Mornington, Mount Eliza, Mount Martha, Portsea, Rosebud, Rosebud West, Rye, Safety Beach and Tootgarook
Nhill/Kaniva	Kaniva and Nhill
North Cheltenham	Armada, Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield North, Caulfield South, Chadstone, Cheltenham North, Glen Huntly, Glen Iris, Kooyong, Malvern, Malvern East, McKinnon, Murrumbeena and Ormond
Numurkah/Nathalia	Barmah, Nathalia and Numurkah
Preston	Bundoora, Epping, Greensborough, Kingsbury, Lalor, Mernda, Mill Park, Montmorency, Preston, Reservoir, South Morang, Thomastown and Whittlesea
Queenscliff	Point Lonsdale and Queenscliff
Sandringham	Balaclava, Black Rock, Brighton, Brighton East, Elsternwick, Gardenvale, Hampton and Sandringham
Shepparton	Kialla, Mooroopna, Shepparton, Shepparton East and Toolamba
South Cheltenham	Beaumaris, Cheltenham, Cheltenham East, Clarinda, Clayton, Clayton South, Hampton East, Heatherton, Highett, Huntingdale, Mentone, Moorabbin, Mordialloc, Oakleigh South and Parkdale
Stawell/St Arnaud	St Arnaud and Stawell
Sunshine	Albion, Ardeer, Braybrook, Maidstone, Maribyrnong, Sunshine, Sunshine North and Sunshine West
Swan Hill	Swan Hill
Warracknabeal	Beulah and Warracknabeal
Warrnambool	Dennington and Warrnambool
Watsonia	Briar Hill, Diamond Creek, Eltham, Greensborough, Hurstbridge, Lower Plenty, Montmorency, Research and Watsonia
Werribee	Hoppers Crossing, Laverton, Werribee and Wyndham Vale
Westernport	Balnarring, Baxter, Crib Point, Hastings, Somerville and Tyabb
Wodonga	Baranduda, West Wodonga, Wodonga
Yarra Ranges Rural	Badgers Creek, Belgrave South, Coldstream, Healesville, Launching Place, Menzies Creek, Millgrove, Monbulk, Mount Evelyn, Seville, Tecoma, Upwey, Warburton, Woori Yallock, Yarra Glen and Yarra Junction

Public Housing LanguageLink

Arabic

إذا كنت بحاجة إلى مساعدة لملء هذه الاستمارة يرجى الإتصال مع خط اللغة للإسكان العام 9280 0790 أو مكتب الإسكان المحلي الخاص بك حيث يمكننا ترتيب مترجم لمساعدتك.

Cantonese

如需幫助填寫本表格，請致電9280 0791聯繫“公房語言連接服務”(Public Housing Language Link)或當地公房管理處。我們可安排傳譯員幫助您。

Mandarin

如需帮助填写本表格，请拨9280 0789联系“公房语言服务专线”(Public Housing Language Link)或当地的公房处，我们可以安排翻译帮助您。

Croatian

Ako vam je potrebna pomoć kod popunjavanja ovog obrasca, molimo nazovite Stambenu službu putem tumača (Public Housing Language Link) na 9280 0792 ili mjesni stambeni ured (Housing Office). Mi vam možemo organizirati tumača da vam u tome pomogne.

Polish

Jeżeli potrzebujesz pomocy w wypełnieniu tego formularza, prosimy skontaktować się ze swoim Public Housing Language Link pod numerem 9280 0793 lub lokalnym Housing Office. Możemy zorganizować dla Ciebie pomoc tłumacza.

Russian

Если вам нужна помощь при заполнении этой формы, то позвоните в Телефонную переводческую службу для квартиросъемщиков государственного сектора (Public Housing Language Link) по номеру 9280 0794 или в ваше местное отделение Жилищного управления. Мы можем предоставить вам переводчика.

Somali

Haddii aad caawin uga baahantahay buux buuxinta foomkan, fadlan la xiriir xiriirka luqadaha ee guryaha dadweynaha tilifoonka 92800795 ama xafiiska qaablisan guryaha degaankaaga. Waxaanu kuu diyaarinaynaa turjubaan ku caawiya.

Spanish

Si necesita ayuda para llenar este formulario, por favor contacte a Public Housing Language Link [Enlace de Idiomas de la Oficina de la Vivienda] al teléfono 9280 0796, o a su Oficina local de la Vivienda. Podemos proporcionarle un intérprete.

Turkish

Bu formu doldurmak için yardıma ihtiyacınız varsa, lütfen 9280 0797 numaralı telefondan Kamu Konutları Dil Bağlantısı ile veya bölgenizdeki Konut Ofisi ile ilişkiye geçin. Sizin için bir tercüman ayarlayabiliriz.

Vietnamese

Nếu quý vị cần được giúp đỡ để điền mẫu đơn này, xin hãy liên lạc với đường dây thông dịch qua số 9280 0798, hoặc liên lạc với Văn phòng Gia cư nơi quý vị cư ngụ. Chúng tôi có thể sắp xếp để có thông dịch viên giúp đỡ quý vị.

For other languages, an interpreter is available through your local office.

Accessible format

If you would like to receive this document in an accessible format, please contact your local office, using the National Relay Service **13 36 77** if required.

This document is also available on our website at www.housing.vic.gov.au

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