



Government of Western Australia  
Department of Communities

# Applying for rental accommodation

**This booklet contains important information to assist you when applying for rental accommodation.**



**The Department of Communities provides rental accommodation through more than 35,000 dwellings 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 our income limits
- meet our identity requirements
- meet our age requirements (16 years or older)
- 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.

## Debt

When applying for housing, you must make arrangements to repay your debt and continue to repay your debt to remain on the waiting list.

You may be eligible to apply for our 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 (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 establish your identity and that of any dependents.

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

- birth or arrival in Australia; and
- 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 your 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 an 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 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, family and domestic violence, harassment, matters associated with child abuse and to reunite a child with their family.

You can apply for public and community housing at the same time. This will increase your chances of being housed sooner.

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

## Applicants with a disability

We manage a number of programs to assist people with disabilities, including home modifications and purpose built disability housing, to make housing more accessible.

You may be asked to supply information to confirm any individual housing requirements you, or a member of your household needs.

## 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 cannot 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 office.



## Pets

Pets are generally allowed in our properties. The type and number of pets you can keep, will depend on the type of property you live in, and relevant Acts, Regulations and local government by-laws. It is important you advise us if you have, or plan to keep a pet. This will assist us in offering you a suitable property.

## Making changes

We recognise 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.

If you are listed for Priority Housing Assistance, a change of zone or region must be approved by a Communities office in that zone or region.

## Confirmation

Once you have lodged a complete application, we 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 us of any changes to your address or contact details. Your application may be withdrawn if we are 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. We review all applications annually to assess your eligibility for public housing and to understand your housing needs. Every year we will send you an annual Housing Application Review Form. You must provide up to date contact details and advise us 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. This will ensure we 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.

Translating and Interpreting Service (TIS) – Telephone: 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.  
For more information visit [www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)

This publication is available in other formats that can be requested at any time.

## Department of Communities offices\*

### Head office

5 Newman Court  
Fremantle 6160  
Tel: 1800 176 888

### Metropolitan offices

#### Armadale

151 Jull Street  
Armadale 6112  
Tel: (08) 6215 1212

#### Cannington

17 Manning Road  
Cannington 6107  
Tel: (08) 6414 3111

#### Fremantle

42 Queen Street  
Fremantle 6160  
Tel: (08) 6414 3222

#### Joondalup

380 Joondalup Drive  
Joondalup 6027  
Tel: (08) 6215 1414

#### Kwinana

2 Stidworthy Way  
Kwinana 6167  
Tel: (08) 6277 3877

#### Mandurah

Unit 1, 17 Sholl Street  
Mandurah 6210  
Tel: (08) 6277 3883

#### Midland

21 Old Great Northern Highway  
Midland 6056  
Tel: (08) 6277 4343

#### Mirrabooka

5 Milldale Way  
Mirrabooka 6061  
Tel: (08) 6414 3000

#### Perth City

605 Wellington Street  
Perth 6000  
Tel: (08) 6215 1500

#### Victoria Park

269 Albany Highway  
Victoria Park 6100  
Tel: (08) 6414 2115

### Great Southern

#### Albany

131 Aberdeen Street  
Albany 6330  
Tel: (08) 6277 4177

#### Katanning

6 Daping Street  
Katanning 6317  
Tel: (08) 6277 4188

### South West

#### Bunbury

22 Forrest Avenue  
Bunbury 6230  
Tel: (08) 6414 3204

#### Busselton

88 Kent Street  
Busselton 6280  
Tel: (08) 6277 3666

#### Manjimup

Unit 10,  
30-32 Rose Street  
Manjimup 6258  
Tel: (08) 6277 5008

### Goldfields

#### Esperance

86B Windich Street  
Esperance 6450  
Tel: (08) 6277 3844

#### Kalgoorlie

84-96 Brookman Street  
Kalgoorlie 6430  
Tel: (08) 6277 5233

### Mid West

#### Carnarvon

6 Robinson Street  
Carnarvon 6701  
Tel: (08) 6414 3312

#### Geraldton

201 Marine Terrace  
Geraldton 6530  
Tel: (08) 6414 3320

#### Meekatharra

31 Main Street  
Meekatharra 6642  
Tel: (08) 6277 3988

### Pilbara

#### Karratha

The Quarter HQ  
Level 2, 20 Sharpe Avenue  
Karratha 6714  
Tel: (08) 6414 3333

#### South Hedland

Cnr Brand and Tonkin Streets  
South Hedland 6722  
Tel: (08) 6277 5044

### West Kimberley

#### Broome

30 Frederick Street  
Broome 6725  
Tel: (08) 6277 3833

#### Derby

West Kimberley House  
16-22 Loch Street  
Derby 6728  
Tel: (08) 6277 3880

### East Kimberley

#### Halls Creek

14A Terone Street  
Halls Creek 6770  
Tel: (08) 6277 3811

#### Kununurra

16 Coolibah Drive  
Kununurra 6743  
Tel: (08) 6215 1501

### Wheatbelt

#### Merredin

27 Mitchell Street  
Merredin 6415  
Tel: (08) 6414 2981

#### Narrogin

11-13 Park Street  
Narrogin 6312  
Tel: (08) 6414 2979

#### Northam

5 Elizabeth Place  
Northam 6401  
Tel: (08) 6414 3230

\* For housing related matters