

APPLICATIONS FOR SOCIAL HOUSING

SOUTHERN CROSS HOUSING FACT SHEET



Social housing is secure, affordable housing for people on low to moderate incomes who have a housing need.

HOW DO I KNOW IF I AM ELIGIBLE FOR SOCIAL HOUSING?

To be eligible for social housing, you must:

- be an Australian citizen or a permanent resident
- live in New South Wales
- have a household income within the income eligibility limits
- not own any assets or property that you could live in
- be able to sustain a tenancy, without support or with appropriate support in place
- in general, be at least 18 years of age.
- You will also need to be able to prove your identity and, if you have any debts with a social housing provider from a previous tenancy, you must be making regular repayments.

HOW DO I APPLY FOR SOCIAL HOUSING?

In general, you must be at least 18 years of age however, there are circumstances where people that are aged 16 or over but under 18 years of age will be considered. For more information, please see the Eligibility for Social Housing Policy.

You can lodge your application online by visiting www.housingpathways.nsw.gov.au, by phone on 1800 422 322 or visit a Southern Cross Housing Office.

WHEN CAN I SUBMIT MY APPLICATION AND WHAT EVIDENCE DO I NEED TO ATTACH?

In order to submit your application, you will need to provide evidence to demonstrate that you and your household meet the general eligibility criteria for housing assistance. You must provide evidence for each of the following:

- Identity
- All sources of income and assets
- New South Wales (NSW) residency or an established need to live in NSW
- Citizenship or permanent residency of Australia
- Any land or property you or anyone on your application own, or part own
- Your ability to sustain a successful tenancy, without support or with appropriate support in place if applicable
- Repayments of any former debts to a social housing provider (if applicable)
- An ongoing medical condition or disability that impacts on the type of housing you or a member of your household need and evidence to support what is required.



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Information about the type of evidence required to assess your application is available online via the NSW Government Department of Communities & Justice website by following the below link or by contacting Southern Cross Housing: www.facs.nsw.gov.au/download?file=329224

CAN I CHOOSE WHERE I WANT TO LIVE?

When you apply for housing assistance you can choose an area or town where you would prefer to live. The areas where social housing is available are grouped into [allocation zones](#).

Housing providers aim to house people where they would prefer to live but specific locations cannot be guaranteed. The location of the property you are offered when it's your turn to be housed will depend on where the next vacancy that matches the type of housing you need occurs within the allocation zone that you are listed in. This means that you might be offered housing in ANY of the suburbs that are grouped into the allocation zone that you are approved for.

You should be aware that the [waiting times](#) are much longer in some areas than in others. Some allocation zones are called 'high-demand' zones because the demand for housing in these zones is greater than the number of properties that become available. If you select a high-demand zone, you may be asked to select another zone or else be prepared to wait a very long time for an offer of housing.

ARE THE ELIGIBILITY CRITERIA THE SAME FOR ALL TYPES OF SOCIAL HOUSING?

Yes, the general eligibility criteria are the same for all types of social housing. However, different

social housing providers may have different policies about the way they allocate social housing. For example, payment of bond, length of lease available and whether you can keep pets. If you are offered a property by Southern Cross Housing, you will be advised of our policies which are available from www.sch.org.au.

ONCE I AM LISTED ON THE NSW HOUSING REGISTER, WHEN WILL I GET HOUSED?

The waiting times for both priority housing assistance and wait-turn housing will vary depending on the number of other people that are waiting, the amount of social housing in the area you have chosen and your specific housing needs. People that are approved for priority housing assistance will be housed ahead of most other applicants on the NSW Housing Register. Clients approved for wait-turn housing will be offered housing in their chosen location when:

- a suitable property becomes available
- other applicants who applied before them have been offered housing

FOR MORE INFORMATION

For more information, please contact the Access and Demand Team on 1300 757 885 or email info@scch.org.au