

# APPLICATIONS FOR SOCIAL HOUSING

## SOUTHERN CROSS HOUSING FACT SHEET



Social housing is secure, affordable housing for people on low to moderate income who require housing assistance.

### 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.
- Meet Social housing income eligibility limits.
- Not own any assets or property that you could resolve your housing needs with.
- Be able to sustain a tenancy, without support or with appropriate support in place.
- In general, be at least 18 years of age.
- if you have a former tenant categorisation with a social housing provider from a previous tenancy, you must meet the eligibility requirements to re-apply for social housing.

### HOW DO I APPLY FOR SOCIAL HOUSING?

In general, you must be at least 18 years of age however, there are circumstances where people who 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 which can be found at [www.facs.nsw.gov.au](http://www.facs.nsw.gov.au)

You can lodge your application online by visiting [www.housingpathways.nsw.gov.au](http://www.housingpathways.nsw.gov.au), or by calling the Housing Contact Centre on 1800 422 322.

### 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).
- Completed additional forms for an ongoing medical condition or disability that may affect your housing requirements.



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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 link below or by contacting Southern Cross Housing: [www.facs.nsw.gov.au](http://www.facs.nsw.gov.au)

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

Yes, the general eligibility criteria are the same for social housing. However, different social housing providers may have different policies about the way they allocate social housing. For persons who identify as Aboriginal or Torres Strait Islander, you must provide confirmation of Aboriginality to meet eligibility for the Aboriginal Housing waitlist. If you are offered a property by Southern Cross Housing, you will be advised of our policies which are available from [www.scch.org.au](http://www.scch.org.au)

### 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.

When it is your turn to be housed, the next vacancy that matches the type of housing that you need, may be offered to you within a location of your selected allocation zone. This means that you might be offered housing in ANY of the suburbs that are grouped into the allocation zone you are approved for. For more information on allocation zones visit: [www.facs.nsw.gov.au/housing/help/applying-assistance/choose-where](http://www.facs.nsw.gov.au/housing/help/applying-assistance/choose-where)

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.

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

The wait times for both priority housing assistance and wait-turn housing will vary depending on the number of other people that are waiting and 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](mailto:info@scch.org.au)

