



Gateway Services – important information from Housing ACT

Where is Gateway Services?

Housing ACT's, Gateway Services is located at:

Ground Floor

Nature Conservation House

Cnr Benjamin Way & Emu Bank

BELCONNEN ACT 2617

(Open 9:00am to 5:00pm Mon to Fri)

See map on reverse side of this page.

Applicants can go to Gateway Services to:

- access information regarding public and community housing;
- apply for public housing and/or community housing; and
- apply for a Rental Bond Loan.

How can I contact Gateway Services?

You can contact Gateway Services by phoning **13 DHCS (133 427)**. Your call will be answered by a client service professional, who will determine the appropriate person to assist with your enquiry. Your call will then be transferred to the appropriate area.

You can also post applications for public and community housing assistance and general correspondence to Housing ACT:

Locked Bag 3000

BELCONNEN ACT 2616

A courtesy Housing ACT mailbox is located within the:

- City Health Centre, Moore Street, Canberra City; or
- Tuggeranong Canberra Connect Shopfront, Homeworld Centre, Tuggeranong.



Nature Conservation House

Cnr Emu Bank and Benjamin Way



For more assistance on Housing ACT matters, please telephone 133 427.

Accessibility

The ACT Government is committed to making its information, services, events and venues, accessible to as many people as possible.

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If English is not your first language and you require the **translating and interpreting services** – please telephone **131 450**.

If you are deaf or hearing impaired and require the **TTY typewriter service** – please telephone **(02) 6205 0888**.