



Housing ACT Fact Sheet

Early Allocation

What is early allocation?

If you have an urgent or special housing need, you may be eligible for early allocation of housing.

People approved for early allocation are provided with accommodation more quickly than others already registered on the Applicants List - this is why early allocation is only offered in special circumstances.

Early allocation is not emergency housing. Allocation will depend on what is available at the time.

Who can apply?

To be eligible for early allocation you:

- must be registered on the Applicants List for public housing
- will need to demonstrate that your housing need is more urgent than that of other people registered ahead of you on the Applicants List.

Priority Housing allocation status may be granted to an applicant who has a range of complex needs including:

- Homelessness
- Mental health or medical issues
- Disability, including frail aged
- Women and children escaping domestic violence
- Indigenous persons facing complex issues
- Children at risk, including their parents and carers

High Needs Housing allocation status may be granted to an applicant who demonstrates one or more risk factors including:

- Private rental barriers, such as extreme affordability and ongoing discrimination
- Special needs that cannot be catered for through the private housing market

- Severely overcrowded living conditions placing children at risk

What if I have outstanding debts to Housing ACT or breached conditions in a previous tenancy?

Housing ACT may cancel the registration on the Applicants List if at the point of offer you have a debt from a previous tenancy or breached a condition in a previous tenancy.

If this happens, you may appeal the decision. See our Review of Decisions Fact Sheet for more information.

How do I apply?

- You are assessed when you attend the Applicant Services Centre (ASC) and lodge an Application for Housing Assistance. Documentation must be provided in support of the application.
- If circumstances change while on the Applicants List, please contact the ASC to seek a review. If other people are included on the application, they should also attend.

What proof do I need?

The application must clearly show why your housing need is urgent. Please provide documentary evidence in support of your application.

Supporting letters from refuge workers, doctors, teachers, police, social or welfare workers should clearly state their reasons for support.

Applicants will be placed and/or ranked for the allocation of Priority Housing by a multi-disciplinary panel.

In most cases applications are approved or refused within two weeks of all information being provided.

What happens if my application is approved?

You will be provided with accommodation as soon as a suitable property becomes available.

How long will I wait?

This will depend on your relative need compared to other applicants, and the type of housing required to meet your needs.

Housing ACT generally makes no more than two offers of early allocation. If the offers are declined, your application is cancelled.

What happens if my application is not approved for early allocation?

Your name remains on the Applicants List. An offer may be made when your name reaches the top of the list, provided you still meet the eligibility criteria.

You may appeal a decision to deny an application for early allocation of public housing (see separate Review of Decisions Fact Sheet).

What if I have nowhere to live?

If you have a housing emergency and nowhere to live, Housing ACT can provide information to help you find short-term emergency or refuge accommodation.

You can also contact CEAS (Canberra Emergency Accommodation Scheme) on telephone (02) 6230-1486.

Emergency housing is only short-term – you will generally need to find alternative housing within six weeks.

Further Information

For more information, telephone 133427,
or visit the Applicant Services Centre.

Applicant Services Centre

Nature Conservation House
Cnr Emu Bank & Benjamin Way
Belconnen Town Centre
(Open 9:00am to 5:00pm Mon to Fri)

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ако вам је потребна помоћ преводноца телефонирајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE
131 450

Canberra and District - 24 hours a day, 7 days a week