



Priority Housing – important information from Housing ACT

Housing Assistance

The demand for public housing and community housing in the ACT currently exceeds supply. Housing ACT has implemented a priority system with a much stronger focus on those most in need.

There are three needs categories:

- Priority Housing;
- High Needs Housing; and
- Standard Housing.

When you submit an Application for Social Housing Assistance, your eligibility will be assessed, based on the information you supply.

If found eligible, an officer from Gateway Services will meet with you and assess your needs. You will then be placed on one of the above needs categories. The list you are placed on will depend on your individual circumstances.

Priority Housing

If you have an urgent or special housing need, your application may be considered for the Priority Housing list. The Priority Housing category is limited to people who are most in need.

Who is eligible for Priority Housing?

The Priority Housing category is restricted to applicants (including transfer applicants) who can demonstrate a range of complex needs with evidence of significant risk factors that would be substantially alleviated through the early allocation of public housing or community housing.

Your application may be considered for Priority Housing if your circumstances include:

- homelessness;
- families with children;
- formally diagnosed mental health issues;



- serious and chronic health issues;
- disability including frail-aged;
- Aboriginal and/or Torres Strait Islander persons and families having difficulty accessing private rental accommodation and facing complex issues;
- women with or without children escaping domestic violence; and
- children at risk of abuse or neglect.

For complete details of factors considered in relation to Priority Housing ask at Gateway Services.

How does my application get assessed for Priority Housing?

In the first instance an officer from Housing ACT will assess your application. If the information you provide indicates that you may be eligible for Priority Housing, your application will be referred to the Multi-disciplinary Panel (the Panel) for a decision on entry to Priority Housing.

What information do I need to provide?

At the time of assessment, you must provide documentation to show why your housing need is urgent. Supporting letters from refuge workers, doctors, teachers, police, social or welfare workers should clearly state their reasons for support. A *Letter of Support for Priority Housing* is available in the Application Kit and from Gateway Services.

There is no guarantee that your application will be referred to the Panel. This will be decided by Housing ACT, based on the information you provide.

The Multi-disciplinary Panel

The Panel was established to provide advice on identifying applicants most in need. It is made up of senior officers from the ACT Government and community organisations, with expertise in dealing with special needs groups and issues that relate to the Priority Housing category.

The Panel sits regularly to consider applications for Priority Housing. Once the Panel has reached a decision on your application you will be notified in writing of the outcome.

Can I apply for Priority Housing?

No. When you attend your assessment interview, Housing ACT will determine which needs category you are eligible for, based on the information you provide.



Can I appeal against a decision denying me Priority Housing?

Yes. If you think a Housing ACT decision about your needs category is unfair or wrong you can ask for it to be reviewed. You may provide additional information to assist Housing ACT to make the correct decision.

For more information on reviews please see the 'Review of Decisions' Fact Sheet or ask at Gateway Services.

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

Accessibility

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