



# Evidence Requirements Fact Sheet

The Evidence Requirements Fact Sheet outlines what supporting documentation is required when you are seeking assistance from the Department of Communities (Housing).

## Identity documents

To verify identity, clients are required to provide documents that verify:

- i. Birth or arrival in Australia; and
- ii. Verify use of that identity within the community

Provide one original document or certified copy for each category which verifies name and date of birth for all members of your household.

We have alternative options for Aboriginal or Torres Strait Islander clients and clients in extenuating circumstances.

Birth or arrival in Australia		
<ul style="list-style-type: none"> <li>• Australian birth certificate</li> <li>• Australian birth extract</li> <li>• Australian passport</li> <li>• Certificate of Australian citizenship</li> <li>• Department of Home Affairs ImmiCard or evidence of immigration status</li> </ul>	<ul style="list-style-type: none"> <li>• Citizenship by Descent</li> <li>• Certificate of Naturalisation</li> <li>• Declaratory certificate of citizenship</li> <li>• Evidentiary certificate of Australian citizenship</li> </ul>	<ul style="list-style-type: none"> <li>• Document or certificate of identity issued by the Department of Foreign Affairs and Trade</li> <li>• Foreign passport with evidence of immigration status issued by the Department of Home Affairs</li> </ul>

Use in the community		
<ul style="list-style-type: none"> <li>• Concession or Health Care Card issued by the Department of Human Services</li> <li>• Australian government issued proof of age card/photo card</li> <li>• Driver's licence</li> <li>• Learner's permit</li> <li>• Provisional licence or Department of Transport photo card</li> <li>• Motor vehicle registration papers</li> <li>• Electricity, gas, insurance, phone or water accounts</li> <li>• Evidence of right to a government benefit (Department of Veteran's Affairs or Centrelink)</li> <li>• Medicare card</li> <li>• Statement of account from a financial institution</li> <li>• Restraining orders or Peace orders</li> <li>• Prisoner Discharge Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Legal documents such as adoption papers, maintenance agreements, attested will, power of attorney, document of appointment as a Justice of the Peace, bail papers or traffic infringement notices</li> <li>• Change of name certificate issued by the Registry of Births, Death and Marriages</li> <li>• Australian marriage certificate issued by a government department</li> <li>• Divorce order</li> <li>• Western Australian Working with Children Card</li> <li>• Commonwealth or state/territory government identity card</li> <li>• Notice of Assessment with Tax File Number issued by the Australian Taxation Office</li> <li>• Letter from a government agency</li> </ul>	<ul style="list-style-type: none"> <li>• Enrolment with the Australian Electoral Commission</li> <li>• Enrolment in an education or care provider</li> <li>• Australian student photo identity documents</li> <li>• Certified academic transcript of an Australian university</li> <li>• Australian certificate of discharge</li> <li>• Australian Defence Force photo identity card</li> <li>• Police Force Officer photo identity card</li> <li>• Nurses Registration Board documents</li> <li>• Firearms licence</li> <li>• Aviation Security Identification Card</li> <li>• Maritime Security Identification Card</li> <li>• Security guard/crowd control photo licence</li> </ul>

## Identity – Aboriginal or Torres Strait Islanders

If you are Aboriginal or Torres Strait Islander you can verify your identity by providing **one** of the following documents.

Confirmation of identity	
<ul style="list-style-type: none"> <li>• A reference from a recognised Aboriginal or Torres Strait Islander organisation</li> <li>• A reference from an Elder</li> </ul>	<ul style="list-style-type: none"> <li>• A letter from a person authorised to witness a statutory declaration as defined in the <i>Oaths, Affidavits and Statutory Declarations Act 2005</i></li> </ul>

## Identity – clients in extenuating circumstances

You will need to provide:

- **One** document outlining the circumstances why you are unable to provide identity documents; and
- **One** document confirming registration with or payment from Centrelink; and
- **One** identity document.

### Confirmation of extenuating circumstances

- Statutory declaration
- Written confirmation from a government agency or body
- Letter from a support agency
- Letter from an advocate

### Identity document

- **One** document accepted for birth or arrival in Australia or use in the community.

### Registration with or payment from Centrelink

- Centrelink Income Statement showing receipt of payment
- Income Confirmation Scheme showing receipt of payment
- Confirmation from Centrelink of registration showing name, date of birth and Centrelink Customer Reference Number

## Change in name

If you or any householders have been known to the Department of Communities (Housing) under another name you are required to complete a change of name form and provide one of the following:

- Change of name certificate where client has changed their name through Births, Deaths and Marriages
- Marriage certificate where the client has changed their name through marriage
- Birth certificate where the client is reverting to their maiden name

## Australian residency and Residing in Western Australia

You must hold Australian Citizenship or Permanent Residency status and must reside in WA to be eligible for assistance.

### For Australian residency, provide one of the following:

- Original Australian birth certificate
- Australian passport (current)
- Certificate of Australian citizenship
- Written confirmation from the Department of Home Affairs

### For WA residency, provide one of the following:

- Current WA driver's licence or learner's permit
- Current utility bill
- Current bank statement or account statement
- Department of Transport registration papers
- Health Care Card (WA)
- Letter from a government department

## Income and cash assets

You, your partner and joint applicant must meet income and asset eligibility criteria to be eligible for assistance.

The Housing Authority may request written proof of income relating to other payments and entitlements derived from sources not described below (e.g. financial investment income, compensation payments and foreign pensions).

### For you, your partner and joint applicant, provide confirmation of all income.

#### Wage and Salary

Provide the last 12 weeks of consecutive payslips, or an Employer Income Confirmation Statement form.

#### Self-employment

Provide last financial year Tax Assessment from the Australian Taxation Office.

Further information may also be required for an assessment to be conducted.

#### Superannuation

Provide at least one of the following documents:

- Superannuation statement of account
- Written confirmation from the Australian Taxation Office
- Centrelink statements showing details relating to superannuation income

*(Continued on the next page)*

## For you, your partner and joint applicant, provide confirmation of all income. (Continued)

### Centrelink income

Supply a Centrelink Income Statement, no more than four weeks old, confirming the income and payments received.

Alternatively, you can have your income and payments verified electronically by participating in the Centrelink Confirmation eService – Income Confirmation Scheme.

If you wish to participate in the Scheme please complete an Income Confirmation Scheme Consent Form.

### Veteran Affairs payments

Provide a statement, no more than four weeks old, confirming the income and payments received.

## For you, your partner and joint applicant, provide confirmation of all cash assets.

- A Centrelink Income Statement no more than four weeks old
- An up to date statement from a bank or other financial institution
- Evidence from a registered accountant

If you are a Centrelink client, you can have your assets verified electronically by participating in the Centrelink Confirmation eService – Income Confirmation Scheme. If you wish to participate in the Scheme please complete an Income Confirmation Scheme Consent Form.

## Property ownership

To be eligible you, your partner and joint applicant must not own property or land.

If property and/or land is owned you will need to provide written documentation which details the following information:

- Certificate of Title
- The value of the property
- Any income received from the property
- Reasons why you are unable to reside in the property
- Advice relating to the intent to dispose of the property.

## Ongoing care arrangements for a child/children

For bedroom assessment purposes you will need to provide evidence that you have care arrangements for a child/children. Provide at least one of the following:

- Centrelink Income Statement showing Family Tax Benefit Payments A and/or B
- Written confirmation from a solicitor
- Written confirmation from another government agency
- A statutory declaration from primary caregiver
- Court order
- Letter from advocate

## Evidence of current circumstances and housing needs

To consider your current housing circumstances as part of your assessment, you will need to provide supporting documentation where you or a member of your household is affected by:

- Alternative Housing Options
- Safety
- Wellbeing

### Alternative Housing Options

Have alternative housing options been exhausted and barriers to resolving your priority need continue, resulting in no other viable option than public housing:

- Supporting documentation provided from Safety and Wellbeing evidence requirements
- Written confirmation from a government agency or body
- Letter from a support agency
- Letter from an advocate
- Confirmation from landlord/s or real-estate agents/s

Where appropriate evidence cannot be provided you must provide a written explanation detailing the barriers you are experiencing.

## Safety

Are there external risk factors present and threatening the safety of the household in your current living situation.

- Written confirmation from a government agency or body
- Letter from a support agency
- Letter from an advocate
- Confirmation from a supported accommodation provider (e.g. refuge, crisis or emergency accommodation)
- Confirmation from boarding house or temporary shelter provider
- Written confirmation from a care facility
- Police issued documents, reports or statements
- Multicultural service
- Court issued documents
- Support letter from a medical facility

Where appropriate evidence cannot be provided you must provide a written explanation detailing the barriers you are experiencing.

## Wellbeing

Are personal vulnerabilities and wellbeing impacted by / will deteriorate, in your current living situation.

- Medical and Disability Information Form
- Evidence substantiated via the Housing Options Assessment and Priority Housing Need Application Review Forms
- Written confirmation from a government agency or body
- The service is not readily available where you are currently living
- You/household members need to visit the service frequently
- You/your household cannot easily travel to the service (private or public transport)
- Support letter from a health professional or medical facility
- Support letter from an education provider
- Letter from a support agency
- Letter from an advocate
- Court issued documents

For the purpose of providing the most suitable accommodation for your particular needs (including accommodation without steps or a level block), you will need to provide:

- a Medical and Disability Information Form completed by a medical professional,
- an Occupational Therapist Assessment (where modifications to a property are required), or
- Written Confirmation from a government agency or body.

Considerations must be given where your current living situation is impacting your wellbeing due to cultural needs/requirements.

## Guardianship and administration orders

If you, your partner or joint applicant have their property or financial affairs managed by an administrator or a guardian you will need to provide at least one of the following:

- State Administrative Tribunal orders
- Guardianship and administration documentation
- Power of attorney orders or documentation (public and private)

## Further Information

If you need assistance or require more information on the Department of Communities (Housing) Evidence Requirements please visit our website or contact your local Housing office.

**Web:** [www.communities.wa.gov.au](http://www.communities.wa.gov.au)

**Email:** [generalenquiries@housing.wa.gov.au](mailto:generalenquiries@housing.wa.gov.au)

**Phone:** (08) 9222 4666 or toll free 1800 176 888 (from regional areas)

**Translating and Interpreting Service (TIS) – Telephone:** 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit: [Communications.gov.au/accesshub/nrs](http://Communications.gov.au/accesshub/nrs)