



Application Management Policy

Purpose

To outline how we (The Department of Housing and Works) manage applications for public housing assistance.

Scope

This policy relates to you if you have applied or intend to apply for public housing assistance with us.

Definitions

Extenuating circumstances	<p>You;</p> <ul style="list-style-type: none"> • are unable to break a private lease. • have suffered a recent bereavement. • have experienced a traumatic incident. • have experienced a serious illness or injury. • are awaiting finalisation of a visa application. • are incarcerated. • are having your circumstances reviewed to help obtain a greater understanding of your housing need/s.
Public housing assistance	Applying to rent a public housing property.
Reasonable Decline	<p>Accommodation that is offered:</p> <ul style="list-style-type: none"> • is not in the metropolitan zone or country town of the person's choice. • does not have the minimum number of bedrooms appropriate to the household size and composition. • does not meet the person's demonstrated housing need. • is unsuitable due to cultural reasons. • poses a risk to the safety of members of the household. • family and domestic violence
Third party	<ul style="list-style-type: none"> • Family member or friend • Support worker/agency. • Medical professional

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| | <ul style="list-style-type: none">• Housing and Works' employee who has previously assisted the person.• Court officer or legally appointed guardian. |
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Policy statements

1. General Eligibility

You must meet the public housing eligibility criteria when you apply for assistance. You must continue to meet the criteria while awaiting public housing assistance.

2. Client Responsibilities

You will need to:

- a. advise us if your contact details change,
- b. advise us of any changes to your circumstances,
- c. respond to any requests from us for information related to your application,
- d. provide accurate information related to your application.

You may provide written consent, to allow a third party to share information with us, on your behalf.

3. Our Responsibilities

We are responsible for making all reasonable efforts to contact you if you don't respond to our requests for information. We will try to contact you by:

- a. telephone
- b. text message
- c. post
- d. email
- e. contacting your Next of Kin or other third parties who have your written consent to share information with us.

4. Application Registration

Your public housing application will be registered in date order on either:

- a. the date we receive your application, or
- b. the date you are added to an existing application.

You will retain your original registration date:

- c. if you transfer your application to another zone or region,
- d. if you apply for housing with another person, as co-applicants and you decide later, to proceed with a separate application,
- e. if your application is withdrawn, and later reinstated.

5. Application Zone

You will be listed for one metropolitan zone or country town of your choice.

6. Application Review

We will review your application annually to assess ongoing eligibility for public housing and your current housing needs.

7. Application Withdrawal

Your application will be withdrawn if:

- a. you are no longer eligible for public housing,
- b. you are no longer eligible for a priority transfer,
- c. you ask us to withdraw your application,
- d. we make multiple, reasonable attempts to contact you to get information about your application and you do not respond,
- e. you leave Western Australia for longer than 6 months,
- f. you don't accept an offer of accommodation unless it meets the definition of a reasonable decline.

If you are unable to accept an offer of accommodation due to extenuating circumstances, see the Allocations Policy.

8. Reinstating an Application

Provided you remain eligible for public housing assistance, a withdrawn application will be reinstated:

- a. as a result of a successful appeal
- b. if you ask us to reinstate it within one year of the application being withdrawn because you did not provide requested information for an application review
- c. as a result of a favourable discretionary decision.

9. Community Housing

When you apply for Public Housing, we will also provide relevant personal details to Community Housing Organisations to widen your housing choices. Your application will be managed in accordance with the Application Management Policy.

Related legislation

- *Housing Act 1990*
- *Residential Tenancies Act 1987*

- *Residential Tenancies Regulations 1989*

Related policies

- Eligibility Policy
- Housing Appeals Mechanism.
- Discretionary Decision Making Policy
- Allocations Policy
- Family and Domestic Violence Policy

Document control

Publication date	July 2025
Review date	July 2028
Owner	Executive Director – Housing Services
Custodian	Director – Housing Practice and Support

Amendments

Version	Date	Author	Description
1	January 2022	[position title – not name]	Updated policy format to align with Department format. Additional statement (d) added identifying reassessment of an application if a client is unable to accept an offer at the end of a deferment period
2	July 2023	[position title – not name]	Updated Section 8 to align with changes to Community Housing application process.
3	January 2025	Senior Operational Improvement Officer	Added the 'You may provide written consent, to allow a third party to share information with us, on your

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			<p>behalf, under the Client responsibility policy statement.</p> <p>Added Communities Responsibilities policy statement.</p> <p>to clarify that all reasonable efforts are made to contact clients before an application is withdrawn.</p> <p>Under the Application Review policy statement, replaced 'reviewed regularly' with 'review your application annually.'</p> <p>Under the Application Withdrawn policy statement, replaced 'may be withdrawn' with 'will be withdrawn' and added 'multiple, reasonable attempts.'</p> <p>Expanded information regarding housing needs.</p> <p>Application Reassessment policy statement, replaced with Reinstating an Application.</p> <p>Added clarification that personal details will be provided to Community Housing organisations to widen housing choices</p>
4	March 2025	Senior Operational Improvement Officer	Addition of priority transfers under Application Withdrawal
5	July 2025	Senior Operational Improvement Officer	Replaced references to the Department of Communities with, the Department of Housing and Works