



Evidence Requirements Fact Sheet

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

Identity documents

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

- Birth or arrival in Australia; and
- 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">Australian birth certificateAustralian birth extractAustralian passportCertificate of Australian citizenshipDepartment of Home Affairs ImmiCard or evidence of immigration status | <ul style="list-style-type: none">Citizenship by DescentCertificate of NaturalisationDeclaratory certificate of citizenshipEvidentiary certificate of Australian citizenshipA protected Special Category Visa (SCV) – New Zealand citizens only | <ul style="list-style-type: none">Document or certificate of identity issued by the Department of Foreign Affairs and TradeForeign passport with evidence of immigration status issued by the Department of Home Affairs |
|---|---|---|

Use in the community

- | | | |
|--|--|--|
| <ul style="list-style-type: none">Concession or Health Care Card issued by the Department of Human ServicesAustralian government-issued proof of age card/photo cardDriver's licenceLearner's permitProvisional licence or Department of Transport photo cardMotor vehicle registration papersElectricity, gas, insurance, phone or water accountsEvidence of right to a government benefit (Department of Veterans' Affairs or Centrelink)Medicare cardStatement of account from a financial institutionRestraining orders or Peace ordersPrisoner Discharge Certificate | <ul style="list-style-type: none">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 noticesChange of name certificate issued by the Registry of Births, Death and MarriagesAustralian marriage certificate issued by a government departmentDivorce orderWestern Australian Working with Children CardCommonwealth or state/territory government identity cardNotice of Assessment with Tax File Number issued by the Australian Taxation OfficeLetter from a government agency | <ul style="list-style-type: none">Enrolment with the Australian Electoral CommissionEnrolment in an education or care providerAustralian student photo identity cardCertified academic transcript of an Australian universityAustralian certificate of dischargeAustralian Defence Force photo identity cardPolice Force Officer photo identity cardNurses Registration Board documentsFirearms licenceAviation Security Identification CardMaritime Security Identification CardSecurity guard/crowd control photo licence |
|--|--|--|

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

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	Registration with or payment from Centrelink
• Statutory declaration • Written confirmation from a government agency or body • Letter from a support agency • Letter from an advocate	• 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
Identity document	
• One document accepted for birth or arrival in Australia or use in the community	

Change in name

If you or any householders have been known to the Department of Housing and Works 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

Proof of application for Australian Citizenship or Permanent Residency

If you are not an Australian citizen or permanent resident, you must provide proof you have applied for Australian Citizenship or Permanent Residency before you can be waitlisted for housing assistance.

Examples of acceptable documented proof include:

- Confirmation your application for Australian Citizenship has been received by the relevant government agency
- Confirmation your application for Australian Permanent Residency has been received by the relevant government agency

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
- A protected Special Category Visa (SCV) – New Zealand citizens only

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 Department of Housing and Works 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).

(Continued on the next page)

Income and cash assets (continued)

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

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.

Veterans' Affair 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

If you are unable to access alternative housing options (private rental, home ownership, shared housing, etc.) or you believe the safety or wellbeing of yourself or a member of your household is being impacted, you will need to provide supporting documentation.

Alternative housing options

You must be able to demonstrate that you cannot access alternative housing options, and your priority housing need continues. You can provide one or more of the following documents:

- 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 agent/s
- Written explanation detailing the barriers you are experiencing

Safety

Are risk factors, outside your control, threatening or will they threaten the safety or wellbeing of your household (including children) in your current living situation? If yes, you can provide one or more of the following documents:

- 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 being impacted or will they be impacted by your current living situation, leading to deterioration of your wellbeing? If yes, you can provide one or more of the following documents:

- 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 one of the following documents:

- Medical and Disability Information Form completed by a medical professional
- Occupational Therapist Assessment (where modifications to a property are required)
- 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 Housing and Works Evidence Requirements please visit our website or contact your local Housing office.

Web: www.dohw.wa.gov.au

Email: generalenquiries@dohw.wa.gov.au

Phone: Free call 1800 093 325

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: www.accesshub.gov.au/about-the-nrs