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| Victorian Housing Register guide |
| Accessible version |

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# About the Victorian Housing Register

The Victorian Housing Register (the register) is where you can register for social housing in Victoria. It brings together applications for public and community housing so that you only need to apply once to access a broad range of social housing options.

The register has two categories:

* + **Priority Access** for people most in need
* **Register of Interest** for people to register their interest in social housing.

# What type of social housing you can apply for

You can select the type of social housing you want to apply for.

You can choose:

* Community and public housing

OR

* Public housing only

OR

* + Community housing only

Both public and community housing provide long‑term rental housing for people on low incomes or with special needs.

## Public housing

Public housing is managed by the Victorian Government and is for people that are most in need, especially those who have recently experienced homelessness, family violence or have other special needs.

## Community housing

Community housing is managed by not-for-profit organisations that are registered and regulated by the state government. Some specialise in helping specific groups, like people with a disability, women, singles and older people.

Types of community housing include:

### Housing associations

Housing associations own and manage their own properties, as well as manage properties owned by the government. Like public housing, these organisations manage and maintain properties using their own staff. Housing associations are eligible to receive government funding to build or acquire new properties.

### Housing providers

Housing providers range in size and primarily manage rental housing portfolios for other parties, such as the Director of Housing. Some housing providers specialise in particular client groups which may include disability housing, aged tenants and youth housing.

### Rooming houses

Rooming houses are mainly accommodation for single people. Residents rent a room in the house and share common facilities such as kitchens, bathrooms and laundries.

Many rooming houses are being renovated so that the rooms are self-contained with their own kitchenette and bathroom.

### Cooperatives

Cooperatives are governed by voluntary tenant members with support from professional staff.

The principles of living in a cooperative include:

* the tenant must be willing and able to participate in the running of the cooperative
* cooperative housing is run democratically where all members have equal voting rights
* members contribute fairly to the running of the housing
* cooperatives are independent entities controlled by their members
	+ cooperatives support their members’ further education to help them meet their responsibilities and commitment to the cooperative.

More information about these types of housing is available from the [Housing.vic website](http://www.housing.vic.gov.au/) <https://www.housing.vic.gov.au/>. You can also use the [Housing Options Finder](http://www.housing.vic.gov.au/housing-options-finder) <https://www.housing.vic.gov.au/housing-options-finder> which makes it easier for you to find the right information about housing and housing assistance in Victoria.

### Aboriginal Housing Victoria

Aboriginal Housing Victoria is a registered housing association and is the largest Aboriginal housing organisation in Australia and providing affordable housing to low income Aboriginal and Torres Strait Islander Victorians. You can find out more on the [Aboriginal Housing Victoria website](https://www.ahvic.org.au/) <https://www.ahvic.org.au/>.

# If you are experiencing family violence or you are homeless

If you need immediate assistance because of family violence, call the Safe Steps Family Violence Response Centre for women and children on 1800 015 188.

If you are homeless or at risk of homelessness and need crisis accommodation, call the housing crisis line on 1800 825 955 to speak to a housing and support worker who will refer you to help in your local area.

These services are free and operate 24 hours a day, 7 days a week.

# Social housing eligibility

To be eligible for social housing you must meet the following criteria:

* Proof of identity
* Australian citizen or Permanent resident
* Victorian resident
* Income eligibility
* Asset eligibility.

# How to apply

There are three ways to apply to the Victorian Housing Register.

## Online application

You can apply for social housing online using the Victorian Housing Register Application through myGov:

1. Go to the [myGov website](https://my.gov.au/LoginServices/main/login?execution=e1s1) <https://my.gov.au/LoginServices/main/login?execution=e1s1> and sign in to your myGov account. If you don't have one, you'll need to [create a myGov account](https://my.gov.au/EnrolService/enrolService.htm?_flowId=mgv2-enrolment-mg-flow&_flowExecutionKey=e2s1) <https://my.gov.au/EnrolService/enrolService.htm?\_flowId=mgv2-enrolment-mg-flow&\_flowExecutionKey=e2s1> (it should only take a few minutes)
2. Select 'HousingVic online services' in myGov's 'Services' section – this will link it to your myGov account
3. Open HousingVic online services and select 'Victorian Housing Register application'

Once you have filled out the online application and attached any documents needed, a copy of the completed application will be sent to your email address.

## Paper application

If you want to use a paper application, you may need to fill in two applications:

* The Register of Interest application must be completed by all applicants. This form asks questions about you and the people who will live with you. It helps us decide your general eligibility for social housing.
	+ The Priority Access application is optional. This form asks details about your current accommodation situation to work out if you have a priority housing need.

You can get paper application forms from a Department of Health and Human Services office or download it from [Housing.vic’s Apply for social housing page](http://housing.vic.gov.au/apply-social-housing) <https://www.housing.vic.gov.au/apply-social-housing>.

### How to complete the paper application

1. Complete all sections in the **Register of Interest application** that are relevant to you
2. Attach the documents we need from you and everyone who will live with you
3. Sign the Declaration, acknowledgement, and consent
4. Complete the **Priority Access application** if you think your circumstances match one of the Priority Access categories
5. Take the application to your local Department of Health and Human Services office or post to:

Victorian Housing Register

Department of Health and Human Services

Reply Paid 933

Moe VIC 3825

If you would like more information about applying visit [Housing.vic’s Apply for social housing page](http://housing.vic.gov.au/apply-social-housing) <https://www.housing.vic.gov.au/apply-social-housing>.

## Through a support agency

If you are homeless, escaping family violence, or need housing urgently and receiving support from an organisation, your support worker will need to fill in an application form for you.

If you do not have a support worker, call 1800 825 955 to get help from a housing and support worker who will refer you to help in your local area, before you submit your application. The worker can assess your situation and tell you if you should fill in the form yourself or have them submit the application on your behalf.

## If you need help to apply

* For help completing the online application, call the Victorian Housing Register helpline on 1800 149 361.
* For help completing the paper applications, you can call us on 1300 475 170 or see us in person at your local housing office. A [list of our offices](https://dhhs.vic.gov.au/locations-dhhs-offices-victoria) is on the DHHS website <https://www.dhhs.vic.gov.au/locations-dhhs-offices-victoria> and in the White Pages government directory under ‘Human Services’. They can also assist if you need an interpreter.
* You can also ask a community service organisation or a family member or friend to help you.
	+ Visit [Housing.vic’s Social housing page](http://www.housing.vic.gov.au/social-housing) <https://www.housing.vic.gov.au/social-housing>.

# Filling in the Register of Interest application

## About you

We will ask for your personal information: name, address, date of birth, gender, marital status, contact details, residency status, and if you need an interpreter. To understand your circumstances, we will ask you for information on your current living situation, how many adults and children will be part of your household and any support needs.

Completing this section of the application makes you the Primary Applicant. The Primary Applicant is the person who owns the application and you will have responsibilities regarding the application.

If you are filling in a paper Register of Interest application, you can include one additional adult and up to four dependent children on the initial application. If you need to add more people, you can use the Additional adult household member or Additional dependent children forms, available from [Forms & Guides](https://www.housing.vic.gov.au/about/forms-guides) <https://www.housing.vic.gov.au/about/forms-guides> or your local Department of Health and Human Services office.

## Privacy

In this section we ask if you want to make your application secure with a password and security question only you know the answer to. This will help to protect your privacy.

If there are other household members, they will not be able to access any information about the application without this information.

Having a password and security question will also make it easier for you to get information about your application by phone.

## Support

In this section you can tell us about any support or advocacy you are getting from an individual or organisation, and whether you give permission for us to contact them to discuss your housing needs. This is so we can work together to provide you with the best assistance possible.

## Centrelink Confirmation eServices

Centrelink Confirmation eServices (CCES) is an online service that allows us to get information directly from Centrelink to confirm your eligibility for housing services.

You can use the service to allow us to get information for:

* Income confirmation
* Contact and address verification.

Using the service means you won’t have to tell us about your income or contact details.

CCES has strict privacy and security standards, we must have your consent before we can obtain information about you from Centrelink. For more information, see [Centrelink's Confirmation eServices](https://www.housing.vic.gov.au/centrelinks-confirmation-eservices) <https://www.housing.vic.gov.au/centrelinks-confirmation-eservices>.

To register for CCES, complete the Centrelink Confirmation eServices consent form which can be downloaded from [Forms & Guides](https://www.housing.vic.gov.au/about/forms-guides) <https://www.housing.vic.gov.au/about/forms-guides>.

## Information about your income and assets

In this section we ask you about the money you receive and the assets you own.

If you are receiving a payment from Centrelink, you can either:

* allow us to get this information directly from Centrelink via Centrelink Confirmation eServices, or
	+ give us information and documents to confirm your income and assets.

We want to know about all the income you receive from any source.

Assets include things like money in the bank, shares, mobile homes, real estate, and owning a business. Assets may also include superannuation funds if the money can be accessed.

Assets usually do not include personal belongings, your car or furniture.

Current income and assets limits are available at [Social housing eligibility - income and asset limits page](https://www.housing.vic.gov.au/social-housing-eligibility) <https://www.housing.vic.gov.au/social-housing-eligibility>

If you own or part-own a house or flat, you are not eligible for assistance. But special provisions may apply if you can’t sell or live in this property.

### Income information and documents

If you or any household members are not using Centrelink Confirmation eServices, you will need to give us the documents to confirm your income as outlined in Table 1. These must be no more than 28 days old.

Table 1: Income information

| Term | Information |
| --- | --- |
| **Type of income** | This includes:wagesCentrelink payments Austudy paymentsVeterans’ Affairs pensions child maintenance paymentsincome from self-employment or a business overseas pensionsWorkCoversuperannuationincome from mobile homescompensation payments income from any other source, for example, rental income if you own a tenanted property. |
| **Gross weekly income** | The amount of gross weekly income before tax or any other deductions received by each household member. |
| **Centrelink reference number (CRN)** | Your Centrelink reference number, if you get any income from Centrelink. |
| **Veterans’ Affairs number (DVA)** | Your Veterans’ Affairs number, if you get any income from the Department of Veterans’ Affairs. |

Table 2: Income types

Table 2 lists the documents we need for each type of income you may receive:

| Income type | Documents we require from you |
| --- | --- |
| **Centrelink income** | A statement from Centrelink showing the income you get and when payments started. |
| **Wages** | A statement from your employer showing your gross weekly or fortnightly earnings before tax or any other deductions for the last 13 weeks. If you have been working there less than 13 weeks, the date you began working there. This includes overtime, allowances, loadings, bonuses, salary sacrifice and fringe benefits.You can also give us payslips or a signed letter from your employer stating your gross income for the period. Your wage statement must be dated and signed by your employer. |
| **Austudy, Abstudy** | A letter from the Department of Education and Training showing the income you get and when payments started. |
| **University bursaries and grants** | A letter from the institution or school body providing the funds showing the income you get and when payments started. |
| **Veterans’ Affairs pension** | A letter from the Department of Veterans’ Affairs showing the income you get and when payments started. |
| **Child maintenance payments** | A letter from a child support agency, Centrelink income statement or Family Court order showing the weekly payments you get and when the payments started.If your child maintenance payments are not regular or change from time to time, we need a letter from the child support agency showing all payments received.If you have a private maintenance arrangement, we need a letter from the person making the payments showing the payments being made. |
| **Self-employment, business, partnership or company** | A copy of the latest 13-week minimum profit and loss statement from your accountant. If you do not have an accountant, you will have to give us a copy of the profit and loss statement that you have prepared and a statutory declaration. We also need details of all other income over the same period. |
| **Overseas pension or income** | A letter from Centrelink, your overseas pension organisation, bank account statements or a copy of bank books showing details of the payments you got over the last 13 weeks. |
| **WorkCover payments** | A letter from WorkCover showing the date the payments started and the amount you got over the last 13 weeks. |
| **Superannuation investments or payments** | A letter from your superannuation fund showing the payments you got over the last 13 weeks and the total amount invested. |
| **Income from mobile homes** | A letter from the caravan park or your copies of the receipts showing the rental payments you received. |
| **Compensation payments due to loss of income** | Legal documents showing the dates when income was lost, the date of settlement, the Centrelink preclusion period (if applicable) and the payments you got. |
| **Rental income from real estate** | A copy of the most recent lease agreement and evidence of the gross rental income you got over the last 13 weeks. |
| **Income from any other source** | Documents showing income from any other source. |

## Asset information and documents

If you are using Centrelink Confirmation eServices, you do not need to give us details of your assets, apart from any real estate.

Household members not using Centrelink Confirmation eServices (including yourself) will need to give us information and documents about their individual assets.

### Bank accounts

Tell us about each person’s bank accounts including:

* the name of each bank account holder
* the amount of money in the accounts
	+ the date the account was opened if it is a new account.

We need copies of the following:

* original account statements for at least eight weeks for all bank accounts
	+ original or clear photocopies of bankbooks for at least eight weeks, clearly showing the name of the account holder.

These documents must be less than 28 days old. An automatic teller machine (ATM) statement can be used as long as it shows your card number and that you are the cardholder.

### Investments

Tell us about any investments that earn interest or dividends for any household member. This includes bonds, shares, superannuation funds, debentures or annuities.

Documents need to show the name of each account holder or investor and the amount of money invested. You can show us a letter from your bank or financial institution showing the amount invested.

### Land and property

Tell us about any vacant or occupied land or property owned by any household member. This includes houses, units, flats and commercial properties.

The following information needs to be included:

* name of the property owner
* address of the property
* current market value of the property
* equity you hold in the property
* date of settlement of the property
* the most recent valuation notice from your local council giving the current market value
	+ evidence from your financial institution showing your equity in the property.

If you are receiving rental income from this property, include the gross weekly rent as income.

## Location preference areas

You can choose up to five waiting list areas that you would like to live in. We may offer you a property in any suburb from these areas.

You can change your preferred areas if you need to while your application is on the waiting list.

See the list of *Victorian Housing Register Areas* [***Appendix 1***](#_Appendix_1_–) to help you choose.

# Other important information

If we cannot contact you about your application, your application may be removed from the register.

## Updating your details

You can make updates to your application details completing the Change of application details form.

If you need to add more adults or dependent children to your application, use the Additional adult household member and Additional dependent children forms.

You can submit updates to your application to your local housing office. A [list of our offices](https://dhhs.vic.gov.au/locations-dhhs-offices-victoria) is on the DHHS website <https://www.dhhs.vic.gov.au/locations-dhhs-offices-victoria> and in the White Pages government directory under 'Human Services'.

These forms are available on the [Housing.vic's Forms and guides page](http://www.housing.vic.gov.au/forms-guides) <https://www.housing.vic.gov.au/about/forms-guides>

## Special accommodation requirements

You may have special accommodation requirements if:

* you have a medical condition and need housing in a particular area to access ongoing specialist treatment, or you need to exclude particular locations due to family or other violence
	+ you need to live in a particular type of housing, like one with wheelchair access or other modifications.

If you are completing a paper application and you or your household have any location or property type requirements, you will need complete a Special accommodation requirements form. If you have a health professional treating you, they will need to fill in the form as well.

If you are completing the online application, you do **not** need to complete the additional Application for Special Accommodation Requirements **unless** we need more information and ask you to.

The Application for special accommodation requirements is available on [Housing.vic's Forms and guides page](http://www.housing.vic.gov.au/forms-guides) <https://www.housing.vic.gov.au/about/forms-guides>.

# Filling in the Priority Access application

The Priority Access application is used for people who are in urgent housing need for social housing.

Complete the Priority Access application to demonstrate that your circumstances meet one of the Priority Access categories described below.

To be eligible for one of the Priority Access categories within you must meet the eligibility criteria for the register and also be able to demonstrate that you need housing urgently.

If your circumstances do not meet one these Priority Access categories, you will be approved for the Register of Interest as long as you meet the eligibility requirements.

## The urgency of your housing need

To decide your eligibility for Priority Access, the following factors are considered:

* the availability of affordable private rental accommodation that matches your housing requirements in your preferred area, as well as other suitable areas
* your particular housing requirements, such as the need for a large property (four or more bedrooms)
* if you can search for alternative housing
	+ your experiences applying for private rental.

## Priority Access categories

### Priority Transfer

For people who are social housing tenants and require urgent relocation to another social housing property as their current property is unsafe, is to be sold, redeveloped or better utilised.

### Homeless with support[[1]](#footnote-1)

#### Homeless

For people who are homeless (including overcrowding, unstable accommodation and couch surfing) or exiting care or custody under health, child protection or justice arrangements and are receiving case managed support.

#### Family violence

For people who are experiencing family violence and are receiving case managed support.

#### Housing First

For people who are homeless and are receiving case managed support by a Housing First organisation.

### Supported Housing

#### Modified housing

For people who live in unsuitable housing and have a disability or long-term health problem requiring major structural home modifications to live independently.

#### Significant personal support[[2]](#footnote-2)

For people who live in unsuitable housing and are in receiving personal support that is funded by the Victorian Government or the Commonwealth Government to live independently.

### Special Housing Needs

The special housing needs category is for individuals or families whose housing has become unsuitable and who have no other housing options.

#### Insecure housing

You or household members are currently homeless – either staying temporarily with family or friends or living in crisis or emergency accommodation.

#### Inappropriate housing (severe overcrowding)

You are overcrowded where you live now and need at least two more extra bedrooms.

#### Inappropriate housing (unsuitable housing)

You are in one of the following situations and all of the people you live with now will be listed on your application. Where you live now:

* does not allow children of different genders to have separate bedrooms (where at least one child is older than six years of age)
* does not allow parents and children to have separate bedrooms
* is shared housing or a rooming house that is having a long-term detrimental effect on you
	+ does not have private (self-contained) cooking or bathroom facilities (such as in a rooming house, hotel room or caravan.

#### Inappropriate housing (family reunification)

You require stable, affordable housing for your children to be reunited with you, or your children are not living with you for the sole reason that you do not have appropriate housing in which to live.

#### Urgent medical need

You or a household member’s health or wellbeing is being seriously impacted by where you live now.

#### Unsafe housing

You are experiencing family violence in your current housing, or you were forced to flee your previous housing for this reason.

If you are receiving case managed support, then your support provider might be able to submit an application on your behalf. This also includes situations where someone who does not live with you, such as a neighbour, is seriously threatening you, or someone you live with, with violence.

### Special Housing Needs aged 55 years and over

For single person or couple households aged 55 years and over and are not eligible for another priority category.

## Your search for alternative housing

We will ask you about the efforts you have made so far to find alternative housing.

If you have been unable to seek or secure private rental housing, we ask for confirmation of this from you or your housing support worker (if you receive assistance from one).

## Information privacy

The Department of Health and Human Services is committed to protecting the privacy of your personal information. Personal information is information which directly or indirectly identifies a person. We need to collect and handle your personal information in order to be able to process your application. All the information you give us will be handled in accordance with the Privacy and Data Protection Act 2014 and the Health Records Act 2001.

If you are using other department programs we may share some of your information with them to help us coordinate better services for you. We will not use your information for any other purpose other than those listed on these forms, to provide services to you, or without your consent, unless the law requires us to do so.

You can access your information through the Freedom of Information Act 1982.

For information about Freedom of Information requests, call 1300 475 170 or [make an online FOI request](http://www.foi.vic.gov.au/home/how%2Bto%2Bapply/making%2Ba%2Brequest/making%2Ban%2Bonline%2Brequest) through the Freedom of Information Victoria website <https://ovic.vic.gov.au/>.

For further information about privacy, refer to our [privacy policy](https://www.dhhs.vic.gov.au/privacy-statement)<https://www.dhhs.vic.gov.au/privacy-statement>, call 1300 884 706 or email the Information Sharing and Privacy Unit <privacy@dhhs.vic.gov.au>.

## Common questions

For more information about applying for social housing please visit the [Housing.vic website](https://www.housing.vic.gov.au/social-housing) <https://www.housing.vic.gov.au/social-housing> or visit your local Department of Health and Human Services office.

### What happens once I submit my application?

You will be sent an acknowledgement letter when your application is received. If we need more information, we will contact you.

We will assess your application against the eligibility criteria for the Victorian Housing Register.

If your application is approved, you will receive a letter with a reference number called a service ID number. Use this number if you need to speak with us about your application.

If your application is not approved, you will receive a letter explaining why.

You can contact your local housing office to ask about your application or to tell us any changes.

From time to time, we might contact you to see if you are still interested in social housing.

We will contact you once we have a home to offer you, so it’s important to let us know if you change your address or contact details.

### What affects the waiting time of an application?

Wait times will depend on your circumstances. Things that affect length of time you may wait include:

* the preferred location you have chosen
* the number of applications already on the register
* people who have demonstrated a housing need under one of the Priority Access categories
* the number of homes in demand in a given area and how often properties become vacant
	+ If you have special location requirements or need a particular type of property (for example, one with modifications), it may take longer.

### How many offers of housing will I get?

If you are approved for Priority Access, you will get a maximum of two reasonable offers of housing by social housing organisations. If you decline two reasonable offers of housing your application will be removed from the Priority Access category and placed on the Register of Interest.

A reasonable offer is when a property matches:

* the number of bedrooms you need in accordance with our housing size guidelines
* one of the preferred areas you requested (the property may be in any suburb or town within the preferred area)
	+ any other property features you have been approved for, for example, a property without stairs.

# Appendix 1 – Victorian Housing Register areas

Preferred location areas with more than one suburb or town are **bolded**. See table 3 for a list of these areas and which suburbs or towns are included.

Alexandra

**Altona**

**Anglesea**

Apollo Bay

Ararat

Avoca

**Bacchus Marsh**

**Bairnsdale**

**Ballan**

Ballarat

**Barwon Heads**

**Beaufort**

**Beechworth**

**Bellarine**

**Benalla**

**Bendigo**

**Berwick and Pakenham**

Birchip

Boolarra

Boort

**Box Hill**

Bright

**Broadford**

**Broadmeadows**

**Camperdown**

Cann River

Casterton

**Castlemaine**

**Central Highlands**

Charlton

**Cheltenham North**

**Cheltenham South**

Chiltern

Churchill

Clunes

Cobden

**Cobram**

Cohuna

**Colac**

Coleraine

Corryong

Cowes

**Cranbourne**

Creswick

**Dandenong**

**Daylesford**

Deans Marsh

Derrinallum

**Dimboola**

Donald

Drouin

Dunkeld

**Dunolly**

Echuca

**Edenhope and Apsley**

Eildon

**Elmore**

**Flemington**

Foster

**Frankston**

**Geelong North**

**Geelong South**

Girgarre

**Gisborne**

Gunbower

Hamilton

Heathcote

**Heidelberg**

Heyfield

Heywood

**Horsham**

**Inglewood**

**Inner Metro East**

**Inner Metro North**

**Inner Metro South**

Inverloch

Irymple

**Keilor and St Albans**

**Kerang**

**Knox**

Koondrook

Koroit

Korumburra

Kyabram

**Kyneton**

**Lake Boga**

**Lakes Entrance**

Lancefield

Lara

Leitchville

**Leongatha**

Lismore

Longwarry

Maffra

Mallacoota

Manangatang

Mansfield

**Maroondah**

**Maryborough**

Marysville

**Meeniyan**

**Melton**

Merbein

Merrigum

Mildura

Mirboo North

**Moe**

**Monash**

**Mornington Peninsula**

Morwell

Mount Beauty

Mount Macedon

Moyhu

Murchison

**Myrtleford**

Nagambie

**Nathalia**

Neerim South

Newbridge

**Nhill and Kaniva**

**Nyah West**

Omeo

Orbost

Ouyen

Paynesville

Port Fairy

**Portland**

**Preston**

Pyramid Hill

Quambatook

**Queenscliff**

Red Cliffs

Robinvale

**Rochester**

**Romsey**

**Rosedale**

Rushworth

Rutherglen

Sale

**Sandringham**

**Sea Lake**

**Seymour**

**Shepparton**

Simpson

Skipton

Stanhope

**Stawell and St Arnaud**

Stratford

Sunbury

**Sunshine**

**Swan Hill**

**Tallangatta**

Tangambalanga

Timboon

Tongala

Toora

Torquay

**Trafalgar**

**Traralgon**

Tungamah

**Undefined**

Wahgunyah

Wangaratta

**Warrnambool**

**Warracknabeal**

Warragul

**Warrnambool**

**Watsonia to Kinglake**

Wedderburn

**Werribee**

**Westernport**

**Winchelsea**

**Wodonga**

**Wonthaggi**

**Woodend**

Wurruk

Wycheproof

**Yarra Ranges Rural**

Yarragon

**Yarram**

Yarrawonga

**Yea**

Table 3: Preferred location areas with multiple suburbs or towns

| Preferred location area | Towns and suburbs |
| --- | --- |
| **Altona** | Altona, Altona Meadows, Altona North, Brooklyn, Footscray, Kingsville, Newport, Seddon, South Kingsville, Spotswood, West Footscray, Williamstown, Williamstown North, Yarraville, Seaholme |
| **Anglesea** | Forrest, Aireys Inlet, Anglesea, Torquay |
| **Bacchus Marsh** | Bacchus Marsh, Darley, Maddingley, Hopetoun Park |
| **Bairnsdale** | Eagle Point, Iguana Creek, Lindenow, Sarsfield, Bairnsdale, Bruthen, East Bairnsdale, Lucknow, Wy Yung |
| **Ballan** | Ballan, Gordon, Greendale, Lal Lal |
| **Barwon Heads** | Barwon Heads, Ocean Grove |
| **Beaufort** | Beaufort, Mount Lonarch, Moyston, Snake Valley |
| **Beechworth** | Beechworth, Leneva |
| **Bellarine** | Indented Head, Clifton Springs, Drysdale, Leopold, St Leonards |
| **Benalla** | Lurg, Benalla, Euroa, Violet Town |
| **Bendigo** | Bendigo, California Gully, Eaglehawk, East Bendigo, Epsom, Flora Hill, Golden Square, Huntly, Ironbark, Kangaroo Flat, Kennington, Long Gully, North Bendigo, Quarry Hill, Spring Gully, Strathdale, Strathfieldsaye, West Bendigo, White Hills, Axedale, Bagshot, Dingee, Fosterville, Jackass Flat, Lockwood South, Longlea, Mandurang, Marong, Neilborough, Sailors Gully, Woodvale |
| **Berwick and Pakenham** | Avonsleigh, Beaconsfield, Berwick, Bunyip, Cockatoo, Doveton, Emerald, Endeavour Hills, Eumemmerring, Hallam, Nar Nar Goon, Narre Warren, Narre Warren North, Narre Warren South, Officer, Pakenham |
| **Box Hill** | Ashburton, Balwyn, Balwyn North, Blackburn, Blackburn North, Blackburn South, Box Hill, Box Hill North, Box Hill South, Bulleen, Burwood, Burwood East, Camberwell, Canterbury, Doncaster, Doncaster East, Donvale, Glen Iris, Hawthorn, Hawthorn East, Kew, Kew East, Mont Albert North, Surrey Hills, Templestowe, Templestowe Lower, Warrandyte |
| **Broadford** | Broadford, Heathcote Junction, Kilmore, Wallan, Nulla Vale, Wandong |
| **Broadmeadows** | Attwood, Broadmeadows, Campbellfield, Coburg, Coburg North, Coolaroo, Craigieburn, Dallas, Fawkner, Gladstone Park, Glenroy, Greenvale, Hadfield, Jacana, Meadow Heights, Oak Park, Pascoe Vale, Pascoe Vale South, Roxburgh Park, Tullamarine, Westmeadows |
| **Camperdown** | Camperdown, Terang |
| **Castlemaine** | Campbells Creek, Castlemaine, Maldon, Newstead, Chewton |
| **Central Highlands** | Alfredton, Ballarat Central, Ballarat East, Ballarat North, Black Hill, Brown Hill, Buninyong, Canadian, Delacombe, Eureka, Invermay Park, Lake Wendouree, Miners Rest, Mitchell Park, Mount Clear, Mount Pleasant, Newington, Redan, Sebastopol, Soldiers Hill, Wendouree, Bannockburn, Coghills Creek, Corindhap, Dereel, Lake Gardens, Mount Helen, Rokewood, Teesdale |
| **Cheltenham North** | Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Glen Huntly, Kooyong, Malvern, Malvern East, McKinnon, Murrumbeena, Ormond |
| **Cheltenham South** | Beaumaris, Cheltenham, Clarinda, Clayton South, Hampton East, Heatherton, Highett, Mentone, Moorabbin, Mordialloc, Parkdale |
| **Cobram** | Cobram, Katamatite |
| **Colac** | Colac, Elliminyt |
| **Cranbourne** | Carrum Downs, Cranbourne, Cranbourne East, Cranbourne North, Cranbourne West, Devon Meadows, Hampton Park, Junction Village, Koo Wee Rup, Lang Lang, Langwarrin, Lynbrook, Pearcedale, Skye, Tooradin, Clyde |
| **Dandenong** | Aspendale Gardens, Chelsea Heights, Dandenong, Dandenong North, Dandenong South, Dingley Village, Keysborough, Noble Park, Noble Park North, Patterson Lakes, Springvale, Springvale South, Waterways |
| **Daylesford** | Daylesford, Hepburn, Hepburn Springs, Drummond, Trentham |
| **Dimboola** | Dimboola, Hopetoun, Jeparit |
| **Dunolly** | Dunolly, Arnold West, Majorca |
| **Edenhope and Apsley** | Apsley, Edenhope |
| **Elmore** | Elmore, Bamawm |
| **Flemington** | Aberfeldie, Airport West, Ascot Vale, Avondale Heights, Essendon, Essendon North, Essendon West, Flemington, Keilor East, Moonee Ponds, Niddrie, Strathmore, Strathmore Heights, Travancore |
| **Frankston** | Aspendale, Bonbeach, Carrum, Chelsea, Edithvale, Frankston, Frankston North, Frankston South, Seaford |
| **Geelong North** | Bell Park, Bell Post Hill, Corio, Geelong, Geelong West, Hamlyn Heights, Herne Hill, Lovely Banks, Manifold Heights, Norlane, North Geelong, North Shore, Balliang, Batesford |
| **Geelong South** | Belmont, Breakwater, East Geelong, Grovedale, Highton, Marshall, Newcomb, South Geelong, St Albans Park, Wandana Heights, Waurn Ponds, Whittington, Moolap, Rippleside |
| **Gisborne** | Gisborne, Macedon, New Gisborne, Riddells Creek |
| **Heidelberg** | Heidelberg, Heidelberg Heights, Heidelberg West, Ivanhoe, Macleod, Rosanna, Viewbank, Yallambie |
| **Horsham** | Dooen, Haven, Horsham, Murtoa, Natimuk, Rupanyup |
| **Inglewood** | Inglewood, Serpentine |
| **Inner Metro East** | Abbotsford, Alphington, Burnley, Clifton Hill, Collingwood, Cremorne, Fairfield, Fitzroy, Fitzroy North, Northcote, Richmond, Thornbury |
| **Inner Metro North** | Brunswick, Brunswick East, Brunswick West, Carlton, Carlton North, East Melbourne, Kensington, North Melbourne, Parkville, Princes Hill, West Melbourne |
| **Inner Metro South** | Albert Park, Armadale, Balaclava, Elwood, Melbourne, Middle Park, Port Melbourne, Prahran, Ripponlea, South Melbourne, South Yarra, Southbank, St Kilda, St Kilda East, St Kilda West, Toorak, Windsor |
| **Keilor and St Albans** | Albanvale, Burnside, Burnside Heights, Cairnlea, Caroline Springs, Deer Park, Delahey, Kealba, Keilor, Keilor Downs, Keilor Park, Kings Park, St Albans, Sydenham, Taylors Hill, Taylors Lakes |
| **Kerang** | Kerang, Appin South |
| **Knox** | Bayswater, Boronia, Ferntree Gully, Knoxfield, Rowville, Scoresby, The Basin, Upper Ferntree Gully, Wantirna, Wantirna South |
| **Kyneton** | Kyneton, Barfold |
| **Lake Boga** | Lake Boga, Benjeroop |
| **Lakes Entrance** | Lakes Entrance, Nowa Nowa, Kalimna, Lake Tyers Beach, Swan Reach, Toorloo Arm, Wiseleigh |
| **Leongatha** | Leongatha, Buffalo, Fish Creek, Leongatha North |
| **Maroondah** | Bayswater North, Chirnside Park, Croydon, Croydon Hills, Croydon North, Croydon South, Forest Hill, Heathmont, Kilsyth, Kilsyth South, Lilydale, Mitcham, Montrose, Mooroolbark, Nunawading, Ringwood, Ringwood East, Ringwood North, Vermont, Vermont South, Warranwood, Wonga Park |
| **Maryborough** | Carisbrook, Maryborough, Daisy Hill |
| **Meeniyan** | Meeniyan, Welshpool |
| **Melton** | Diggers Rest, Kurunjang, Melton, Melton South, Melton West, Brookfield |
| **Moe** | Moe, Newborough, Rawson, Yallourn North |
| **Monash** | Ashwood, Chadstone, Clayton, Glen Waverley, Hughesdale, Huntingdale, Mount Waverley, Mulgrave, Notting Hill, Oakleigh, Oakleigh East, Oakleigh South, Wheelers Hill |
| **Mornington Peninsula** | Blairgowrie, Dromana, McCrae, Mornington, Mount Eliza, Mount Martha, Portsea, Rosebud, Rosebud West, Rye, Safety Beach, Tootgarook |
| **Myrtleford** | Myrtleford, Indigo Valley |
| **Nathalia** | Barmah, Nathalia, Numurkah, Wunghnu |
| **Nhill and Kaniva** | Kaniva, Nhill |
| **Nyah West** | Nyah West, Nyah |
| **Portland** | Portland, Drumborg |
| **Preston** | Bundoora, Doreen, Eden Park, Epping, Kingsbury, Lalor, Mernda, Mill Park, Preston, Reservoir, South Morang, Thomastown, Whittlesea, Wollert |
| **Queenscliff** | Point Lonsdale, Queenscliff |
| **Rochester** | Rochester, Lockington |
| **Romsey** | Romsey, Darraweit Guim |
| **Rosedale** | Rosedale, Gormandale |
| **Sandringham** | Brighton, Brighton East, Elsternwick, Gardenvale, Hampton, Sandringham |
| **Sea Lake** | Sea Lake, Berriwillock |
| **Seymour** | Seymour, Avenel, Whiteheads Creek |
| **Shepparton** | Kialla West, Shepparton North, Kialla, Mooroopna, Shepparton, Shepparton East, Tatura, Toolamba |
| **Stawell and St Arnaud** | St Arnaud, Stawell, Halls Gap |
| **Sunshine** | Albion, Ardeer, Braybrook, Maidstone, Maribyrnong, Sunshine, Sunshine North, Sunshine West |
| **Swan Hill** | Swan Hill, Woorinen South |
| **Tallangatta** | Tallangatta, Walwa |
| **Trafalgar** | Trafalgar, Trafalgar East |
| **Traralgon** | Traralgon, Toongabbie |
| **Wangaratta** | Springhurst, Glenrowan, Wangaratta |
| **Warracknabeal** | Woomelang, Beulah, Warracknabeal |
| **Warrnambool** | Bushfield, Framlingham, Purnim, Dennington, Warrnambool |
| **Watsonia to Kinglake** | Arthurs Creek, Yarrambat, Briar Hill, Diamond Creek, Eltham, Eltham North, Greensborough, Hurstbridge, Kinglake, Lower Plenty, Montmorency, Research, St Helena, Watsonia, Watsonia North |
| **Werribee** | Hoppers Crossing, Laverton, Point Cook, Seabrook, Tarneit, Truganina, Werribee, Wyndham Vale |
| **Westernport** | Bittern, Balnarring, Baxter, Crib Point, Hastings, Somerville, Tyabb |
| **Winchelsea** | Buckley, Winchelsea |
| **Wodonga** | Bandiana, Baranduda, West Wodonga, Wodonga |
| **Wonthaggi** | Dalyston, Smiths Beach, Sunset Strip, Yinnar, North Wonthaggi, Wonthaggi |
| **Woodend** | Bolinda, Tylden, Woodend |
| **Yarra Ranges Rural** | East Warburton, Gladysdale, Badger Creek, Belgrave, Belgrave Heights, Belgrave South, Chum Creek, Coldstream, Ferny Creek, Healesville, Launching Place, Lysterfield, Menzies Creek, Millgrove, Monbulk, Mount Evelyn, Olinda, Seville, Tecoma, Toolangi, Upwey, Warburton, Woori Yallock, Yarra Glen, Yarra Junction |
| **Yarram** | Woodside, Yarram |
| **Yea** | Flowerdale, Yea |

# Language link

This publication is about housing. If you speak a language other than English or have difficulty reading written information, you can get help over the telephone. For more information please visit [Housing.vic Interpreter services](https://www.housing.vic.gov.au/interpreter-services) <https://www.housing.vic.gov.au/interpreter-services> or contact your local office or call Language Link on (03) 9280 0799 for an interpreter.

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1. Applications for Homeless with Support can only be made on your behalf by an organisation that is providing you with support. If you qualify for Priority Access, the organisation will need to use a different application form. If you think this may apply to you, please speak to your support provider before completing the applications. [↑](#footnote-ref-1)
2. Applications for Significant Personal Support can only be made on your behalf by an organisation that is providing you with support. If you qualify for Priority Access, the organisation will need to use a different application form. If you think this may apply to you, please speak to your support provider before completing the applications. [↑](#footnote-ref-2)