

Enquiries to the Housing Registrar from people seeking affordable housing

Thank you for your enquiry to the Housing Registrar about affordable housing.

We are the regulator of not-for-profit agencies providing community housing in Victoria. We do not own or manage any housing, run a waiting list, or allocate any housing.

We hope the information below is of assistance to you. However we encourage you to look at the special housing website created by the Department of Health and Human Services (DHHS) which includes lots of detailed, relevant information at www.housing.vic.gov.au

If you need urgent housing assistance

A Statewide telephone service 1800 825 955 is available 24 hours per day, 7 days per week to provide advice and link you to the service or HEF manager closest to you.

During office hours you can contact or visit the nearest homelessness support provider to you. The list of these can be found at:

<http://www.dhs.vic.gov.au/for-individuals/crisis-and-emergency/crisis-accommodation/homelessness-and-family-violence-getting-help>

Affordable housing options

Affordable rental housing for people on lower incomes here in Victoria is provided by not-for-profit housing agencies as community housing, or directly through the state government as public housing. Some housing is long term, whilst some is short to medium term.

Most affordable rental housing is called social housing and has specified income and asset limits which apply to both community and public housing – refer <http://www.housing.vic.gov.au/social-housing-income-and-asset-limits>

Some not-for-profit agencies have small numbers of other affordable housing with higher income limits than those for social housing. You may wish to enquire about these when applying for social housing via the process outlined below if you find your income is slightly above the specified social housing limits.

How do you know if you are eligible for social housing

In general, to be eligible for social housing you must live in Victoria and:

- have Australian citizenship or permanent residency status;
- not earn or own more than the current social housing income and asset limits;
- not be subject to Centrelink's two-year waiting period for newly-arrived migrants;
- not own or part-own a house, unit or flat; and
- provide the required proof of identity, residency status, and income and other documents.

Applying for social housing²

You can apply for all social housing (community and public housing) through the Victorian Housing Register (VHR).

The VHR has now replaced the public housing waiting list and different waiting lists maintained by not-for-profit agencies. You can find out more about the VHR and the application process at <http://www.housing.vic.gov.au/apply-social-housing>

There are three different ways to apply to the VHR:

- Online – through myGov: <http://my.gov.au>
- Paper application – forms are available at <http://www.housing.vic.gov.au/apply-social-housing>
Application forms and any other required supporting documents can be submitted to:
 - Victorian Housing Register
 - Department of Health and Human Services
 - Reply Paid 933
 - Moe Vic 3825
- A support service you are already linked into or could approach, may assist – Support services can include Initial Application and Planning services, and homelessness services. You can ask any support worker you have, whether they are able to assist you to fill out an application form.

Alternatively you can call 1800 825 955 to seek help with applying.

There are two different categories of application for you to consider:

- *Register of Interest application* – needs to be completed by all applicants – helps to decide your general eligibility
- *Priority Access application* – is optional but helps to identify if you have a priority housing need

Who provides community housing

Not-for-profit agencies provide community housing in a range of places across Victoria. A list of agencies with contact details is attached.

Information on the not-for-profit agencies that we regulate can be found on our website:

<http://www.housingregistrar.vic.gov.au/Registered-Housing-Sector>

More information on public housing

Public housing is provided by the Department of Health and Human Services (DHHS).

You can find out more about public housing at the following webpage within the DHHS Housing website:

<http://www.housing.vic.gov.au/public-housing>

Alternatively you can visit or ring the local DHHS office in the area where you are looking for housing. Contact details can be found at:

<https://www.dhhs.vic.gov.au/locations-dhhs-offices-victoria>

Assistance available if you are renting in the private rental market

There are a range of different forms of assistance to assist you get into private market rental or to remain in the private rental market if you are experiencing hardship. You can read about these at:

<http://www.housing.vic.gov.au/private-renters-renting>

Assistance includes:

- Bonds – DHHS operates a Bond Loan Scheme providing interest-free loans and some community organisations also provide bond loans through the Housing Establishment Fund (HEF)
- Paying rent – community housing tenants and private renters can be eligible for Commonwealth Rent Assistance to meet rent costs
- Concessions – various concessions are available for council rates, water, gas, electricity and cooling and utility relief
- Home renovations – loans are available to help people pay for work needed to their home
- Purchase of essential household equipment and appliances – interest free loans are available to assist in purchases of items such as fridges, washing machines, beds, televisions and clothes dryers.

Attachment 1 - Contact details of registered housing agencies for people seeking housing

Registered housing agency	Office addresses	Location	Phone number
HOUSING ASSOCIATIONS			
Aboriginal Housing Victoria	Narrandjeri House, 125-127 Scotchmer Street	FITZROY NORTH	(03) 9403 2100
Common Equity Housing Ltd	<ul style="list-style-type: none"> Level 1, 112 Balmain Street 10- 16 Forest Street 217 Malop Street 	RICHMOND BENDIGO GEELONG	1800 353 669
Community Housing (Vic) Ltd	<ul style="list-style-type: none"> Level 1, 26-28 Prospect Street 69 Queens Road Shop 4, Riviera Plaza 134A Mollison Street 12-14 Church Street 31 Wyndham Street 11 Main Road 	BOX HILL MELBOURNE BAIRNSDALE BENDIGO MORWELL SHEPPARTON BALLARAT	(03) 9856 0051 (03) 8530 1900 (03) 5153 1344 (03) 5434 2811 (03) 5120 4811 (03) 5822 0019 (03) 5331 7498
Housing Choices Australia Limited	<ul style="list-style-type: none"> Level 4, 333 Queen Street 6 Pakington Street 	MELBOURNE GEELONG	1300 312 447 1300 312 447
Loddon Mallee Housing Services Ltd (trading as Haven; Home, Safe)	<ul style="list-style-type: none"> 10-16 Forest Street 6 Pakington Street 143A Lime Avenue 52 Herbert Street 52-56 Mary Street 	BENDIGO GEELONG MILDURA ROBINVALE PRESTON	(03) 5444 9000 (03) 5246 8900 (03) 5018 4200 1300 716 776 (03) 9479 0700
Port Phillip Housing Association Ltd	<ul style="list-style-type: none"> Suite 6/22-28 Fitzroy Street Suite 2/2 Elliot Street 	ST KILDA ASHWOOD	(03) 9534 5837 (03) 9568 4420
Rural Housing Network Ltd	<ul style="list-style-type: none"> 82 High Street 40-42 Rowan Street 432b Wyndham Street 12A Tallarook Street 	WODONGA WANGARATTA SHEPPARTON SEYMOUR	(02) 6055 9015 (03) 5722 8000 (03) 5833 1000 (03) 5735 2000
Unison Housing Ltd (formerly Yarra Community Housing)	<ul style="list-style-type: none"> 660 Elizabeth Street 112-122 Victoria Street Level 1, 1-13 Watton Street West 229 Barkly Street 297 Napier Street 12-14 Halstead Place 	MELBOURNE SEDDON WERRIBEE FOOTSCRAY FITZROY GEELONG WEST	(03) 9349 0286 1800 825 955 (03) 8744 2100 1800 825 955 (03) 9288 9200 (03) 5221 4466
Wintringham Housing Ltd	346 Macauley Road	KENSINGTON	(03) 9376 1122
HOUSING PROVIDERS			
Active Community Housing Ltd	14 High Street	YARRAVILLE	(03) 9314 8555
Baptcare Affordable Housing Ltd	1193 Toorak Road	CAMBERWELL	(03) 9831 7200
BAYSA Ltd (trading as Barwon Youth)	44 Spring Street	GEELONG WEST	(03) 5221 4466
Centacare Housing Services Ltd	4-6 Peel Street	BALLARAT	(03) 5337 8999
EACH Housing Ltd	46 Warrandyte Road	RINGWOOD	(03) 9871 1800
Eastcoast Housing Association	Unit 3, 1D Moore Street	MOE	(03) 5127 7160
Eastern Suburbs Rental Housing Co-operative Ltd	3/425 Highbury Road	BURWOOD EAST	(03) 9802 8144
Inner East Social Housing Group Inc	PO Box 526	KEW	(03) 9853 7501
Launch Housing	<ul style="list-style-type: none"> Housing, Support & Outreach, 68 Oxford Street Housing, Support & Outreach, Mezzanine floor, 145 Smith Street 	COLLINGWOOD FITZROY	1800 048 325 (03) 9288 9611 (03) 9288 9800

	<ul style="list-style-type: none"> Housing Support and Outreach, 122 Chapel Street Housing and Support Crisis Accommodation and Housing Support, 52 Haig Street Crisis Accommodation and Housing Support for Families, 217 Cecil Street Crisis Accommodation and Housing Support for Women, 346 Dandenong Road Crisis Accommodation, Housing Support and Family Focus – Bob’s Place, 35 Robinson Street Young Adults Service, 60 Wilson Street 	ST KILDA CHELTENHAM SOUTH MELBOURNE SOUTH MELBOURNE EAST ST KILDA DANDENONG SOUTH YARRA	(03) 8598 1111 (03) 9556 5777 (03) 9699 4566 (03) 8626 5500 (03) 9525 8499 (03) 9792 0750 (03) 9826 9888
Mallee Accommodation and Support Program Inc	140 Langtree Avenue	MILDURA	(03) 5021 6500
Mission Australia Housing (Vic) Ltd	Level 2 164-180 Kings Way Level 27 150 Lonsdale Street	SOUTH MELBOURNE MELBOURNE	1800 269 672 (03) 8615 2200
Northcote Rental Housing Co-operative Ltd	138 Separation Street	NORTHCOTE	(03) 9482 5998
Northern Geelong Rental Housing Co-operative	46 Roseneath Street	NORTH GEELONG	(03) 5277 9993
Prahran/Malvern Community Housing Inc	Shop 2, 1 Surrey Road	SOUTH YARRA	(03) 9826 5194
St Kilda Community Housing Ltd	102 St Kilda Road	ST KILDA	(03) 9534 1809
Salvation Army Housing (Victoria)	<ul style="list-style-type: none"> 95-99 Railway Road 2a Settlement Road 33 Henty Street 66 Kepler Street 6/147 Harvester Road 31-33 Ellingworth Road 2 Long Street 	BLACKBURN BELMONT (GEELONG) PORTLAND WARRNAMBOOL SUNSHINE BOX HILL LEONGATHA	(03) 8878 2322 (03) 5244 9512 (03) 5521 8134 (03) 5561 6844 (03) 9311 3097 (03) 9890 7144 (03) 5662 6400
Servants Community Housing	36 Barton Street	HAWTHORN	(03) 9819 6073
SouthEast Housing Co-operative Ltd	Plaza Business Centre, the Hub, Level 3, 26-36 McCrae Street	DANDENONG	(03) 9706 8005
South Port Community Housing Group Inc	259 Dorcas Street	SOUTH MELBOURNE	(03) 9696 1128
Sunshine/St Albans Rental Housing Co-operative Ltd	67 Dumfries Street	DEER PARK	(03) 9312 6904
The Haven Foundation Ltd	Suite 112, Level 1, 434 St Kilda Road	MELBOURNE	(03) 9867 1992
United Housing Co-operative Ltd	1a Ballarat Street	YARRAVILLE	(03) 9689 8157
UnitingCare Housing Victoria Ltd	<ul style="list-style-type: none"> 130 Little Collins Street 105 Dana Street 51 Princes Highway 49 McMulloch Street 1012 Little Burwood Highway 12 Rowan Street 211 Chapel Street 19 Duncans Road 8/505 Little Collins Street 	MELBOURNE BALLARAT DANDENONG BAIRNSDALE WANTIRNA SOUTH WANGARATTA PRAHAN WERRIBEE MELBOURNE	(03) 1300 783 435 (03) 5332 1286 (03) 8792 8999 (03) 5152 9600 (03) 9871 8700 (03) 5723 8000 (03) 1800 266 664 (03) 9742 6452 (03) 9662 2355

Urban Communities Ltd (now part of Unison Housing Ltd)	42 Derby Street	KENSINGTON	(03) 9371 2000
Victorian Women's Housing Association Ltd (trading as Women's Property Initiatives)	3/14 Collins Street	MELBOURNE	(03) 9664 7800
VincentCare Community Housing	175 Glenroy Rd	GLENROY	(03) 9304 0100
WAYSS Ltd	<ul style="list-style-type: none"> • 294-300 Thomas Street • 48 James Street • 24 Fairways Street • 2/11 Gloucester Avenue • 156 Sladen Street 	DANDENONG PAKENHAM FRANKSTON BERWICK CRANBOURNE	(03) 9791 6111 (03) 9703 0044 (03) 9770 2867 (03) 9703 0044 (03) 5996 3333
West Turk Housing and Elderly Services Co-operative Ltd	Shop 16, 1 Princess Street	ST ALBANS	(03) 9366 3856
Williamstown Rental Housing Co-operative Ltd	41 Challis Street	NEWPORT	(03) 9391 9267
Women's Housing Ltd	Suite 1, Level 1, 21 Cremorne Street	RICHMOND	(03) 9412 6868
YWCA Housing	180 Kings Way	SOUTH MELBOURNE	(03) 8341 8700