



## Applying for Public Housing Policy

### Access to Public Housing Process

Applying for Public Housing is Step 1 in the 4 Step process for Managing Access and Applications, as below:

- Step 1:** **Applying for Public Housing and the registration process (*Applying for Public Housing Policy and Procedure*);**
- Step 2:** Establishing eligibility (*Public Housing Eligibility Policy and Procedure*);
- Step 3:** Assessing housing need, establishing entitlement and identifying category of need (*Housing Assessment System Policy and Procedure*);
- Step 4:** Allocating an appropriate property (*Offer and Decline Policy and Procedure*).

### Policy Intent

All Tasmanians have the right to access Housing Tasmania for information on housing options and to test their eligibility for public housing. Applicants must meet all of the eligibility criteria to access public housing, unless there are exceptional circumstances e.g. family violence.

Clients may access Housing Tasmania information via the telephone, by calling into a Housing Tasmania office or via the internet.

Eligibility will not be confirmed until relevant documentation has been provided.

### Benchmarks

This policy places benchmarks for processing applications:

- Applications registered within 48 hours of receipt.

Benchmarks are set to ensure Statewide consistency and a timely response by Housing Tasmania to clients.

For further information relating to this policy please email the helpdesk [housing.policyhelpdesk@dhhs.tas.gov.au](mailto:housing.policyhelpdesk@dhhs.tas.gov.au)