VICTORIAN HOUSING REGISTER GUIDE

Victorian housing register application

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ABOUT THE VICTORIAN HOUSING REGISTER

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

There are two application types:

- *Register of Interest,* for people to register their interest in being considered for social housing
- *Priority Access* for those most in need.

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 community and public housing provide long-term rental accommodation for people on low incomes.

Public housing

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

Community housing

Community housing is managed by not-for-profit organisations that are registered by the government. Some community housing providers specialise in helping certain groups of people such as people with a disability, women, single 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 Department of Health and Human Services. Like public housing, these organisations manage and maintain the property using their own staff. Housing associations are eligible to receive Government funding to build or acquire new properties.

Housing providers

Specialist community housing organisations that house particular tenant groups, such as the aged, homeless, youth, people living with disabilities and others.

Housing providers service specific tenants through particular programs and in some cases provide specific equipment.

Rooming houses

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

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

Co-operatives

Rental housing co-operatives are governed by voluntary tenant members with support from professional staff.

The key 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, and membership encourages equal participation
- members contribute fairly to the running of the housing
- housing cooperatives are independent entities controlled by their members
- housing cooperatives should support the further education of its members to help meet their responsibilities and their commitment to the performance of the cooperative.

More information about these types of housing is available from www.housing.vic.gov.au. You can also use the Housing Options Finder at http://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.

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 on **1800 015 188**.

If you are homeless and need crisis accommodation, call the housing crisis line on **1800 825 955** to speak to a housing and support worker.

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

HOW TO KNOW IF YOU ARE ELIGIBLE

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
- provide the required proof of identity, residency status, and income and other documents.

HOW TO APPLY

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

Online

If you have access to the internet, the easiest way to apply is through myGov: my.gov.au.

You will need a myGov account linked to the Victorian Housing Register Application.

Go to my.gov.au and sign in to your myGov account, then select Services to link to the Victorian Housing Register. Or, if you don't have a myGov account yet, it will take just a few minutes of your time to create one at myGov.

Once you are in the application follow the prompts to complete your application.

You can also use the online application to update your details on an existing application.

If you would like more information about applying online you can visit www.housing.vic.gov.au/apply

Paper application

If you want to use a paper application, you may have 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 download the paper application form from www.housing.vic.gov.au/apply or get one from a local Department of Health and Human Services office.

How to complete the paper application(s)

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 over 15 years old.

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 Application
> Department of Health and Human Services
> Reply Paid 933
> Moe VIC 3825

If you would like more information about applying you can visit www.housing.vic.gov.au/apply

Through a support service

If you are homeless or escaping family violence, your support worker will need to fill in the form with you.

If you do not have a support worker, call 1800 825 955 to get help from a homeless service 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.

We will write to you within 14 days of receiving your application to tell you if your application has been approved, or to ask for more information or documents.

If you need help

- For help using the online application, call the Victorian Housing Register helpline on 1800 149 361.
- For help to fill in the paper applications, you could ask your local Department of Health and Human Services office, community service organisation, family member or friend to help you.
- Contact your local Department of Health and Human Services. A list of our offices is on the housing website www.housing.vic.gov.au/contact-us and in the White Pages government directory under 'Human Services'. They can also assist if you need an interpreter.
- Visit www.housing.vic.gov.au/victorianhousingregister.

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 dependant 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 www.housing.vic.gov.au/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.

We recommend that you use Centrelink Confirmation eServices if you are a Centrelink customer as we periodically require up-to-date information about your income and assets to confirm your eligibility to be on the register after your application is approved.

Centrelink Confirmation eServices has strict privacy and security standards, and we must have your consent before we can obtain information about you.

You and other household members can provide consent by signing the *Consent to use Centrelink Confirmation eServices* and ticking the *Income confirmation* and/or *Contact and address verification* boxes within the Register of Interest paper application or completing and downloading it from www.housing.vic.gov.au/forms-guides.

If you tick the Income confirmation box:

- we can get information about your income and assets directly from Centrelink
- you will not need to tell us about your income or financial assets (apart from lump sum payments)
- It will make it easier for you and quicker for us, to assess your eligibility for housing services.

If you tick the Contact and address verification box:

- we can get your contact and address details directly from Centrelink
- we can update your contact details and contact you about your housing application, even if you forget to tell us that you have changed address.

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** (CCeS) 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 businesses. 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 www.housing.vic.gov.au/income-and-asset-limits.

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 information in Table 1 below:

Table 1: Income information

Type of income	This includes :
	• wages • Centrelink payments • Austudy payments • Veterans' Affairs pensions • child maintenance payments • income from self-employment or a business • overseas pensions • WorkCover • superannuation • income from mobile homes • compensation 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.

Any household members, including yourself, who are not using Centrelink Confirmation eServices will need to give us documents to confirm your income. These must be no more than 28 days old.

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

Table 2: Income types

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.

Table 2: Income types (continued)

Income type	Documents we require from you
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 account(s)
- 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(s)
- 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

We will ask you to select up to five suburbs or towns that you would like to live in.

If you are offered housing, it will be in one of the suburbs or towns you nominated or their surrounding areas. Areas where you could be offered housing generally include more than one suburb or town.

For further information on preferred location areas refer to *Appendix 1.*

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 dependant children to your application, use the *Additional Adult Household Member* and *Additional Dependent Children* forms.

These forms are available from www.housing.vic.gov.au/forms-guides

Special accommodation requirements

If you are completing a paper application and you or your household have any location or property type requirements, you will need complete an *Application for Special Accommodation Requirements.* This may require input from your treating health practitioner, support worker or other professional.

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.

Examples of location or property type requirements could include:

- If you have a medical condition and a specific hospital or health practitioner must treat you, you can ask for a home in an area that lets you easily travel to them.
- You may need a particular type of housing, like one with wheelchair access or other modifications.

The *Application for Special Accommodation Requirements* is available from www.housing.vic.gov.au/forms-guides

FILLING IN THE PRIORITY ACCESS APPLICATION

The *Priority Access application* is used to apply for quicker access to social housing based on an urgent housing need.

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

Special Housing Needs

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.

Supported Housing

Modified housing

You or a household member needs a modified home and where you are living now does not have those modifications.

Significant personal support*

You or a household member are living in housing that is not suitable for you and are in receiving independent living support that is funded by the Victorian Government or the Commonwealth Government.

Homeless with support*

Homeless

For people who are experiencing homelessness (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.

* Applications for Homeless with Support and 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**.

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 a housing support worker (if you received 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* or through the *Privacy and Data Protection Act 2014.* For information about Freedom of Information requests, call 1300 650 172 or apply online at www.foi.vic.gov.au. For further information about privacy, call: 1300 884 706 or email: privacy@dhhs.vic.gov.au

Common questions

For more information about applying for social housing please visit www.housing.vic.gov.au or visit your local Department of Health and Human Services office.

When will I be offered housing?

There are several factors that impact when you are likely to be offered housing:

- priority is given to people who have an urgent housing need under one of the Priority Access categories
- the number of homes in demand in a given area, and how often vacancies arise can affect the time it will take to receive an offer of housing
- 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 – PREFERRED LOCATIONS

Preferred location areas are shown in table 3 below. Preferred location areas with multiple suburbs and towns are shown in Table 4.

Table 3: Preferred location areas

Alexandra	Cohuna	Inner Metro South*	Mount Macedon	Sunbury
Altona*	Colac*	Inverloch	Moyhu	Sunshine*
Anglesea*	Coleraine	Irymple	Murchison	Swan Hill*
Apollo Bay	Corryong	Keilor/St Albans*	Myrtleford*	Tallangatta*
Ararat	Cowes	Kerang*	Nagambie	Tangambalanga
Avoca	Cranbourne*	Knox*	Nathalia*	Timboon
Bacchus Marsh*	Creswick	Koondrook	Neerim South	Tongala
Bairnsdale*	Dandenong*	Koroit	Newbridge	Toora
Ballan*	Daylesford*	Korumburra	Nhill/Kaniva*	Torquay
Ballarat	Deans Marsh	Kyabram	Nyah West*	Trafalgar*
Barwon Heads*	Derrinallum	Kyneton*	Omeo	Traralgon*
Beaufort*	Dimboola*	Lake Boga*	Orbost	Tungamah
Beechworth*	Donald	Lakes Entrance*	Ouyen	Undefined*
Bellarine*	Drouin	Lancefield	Paynesville	Wahgunyah
Benalla*	Dunkeld	Lara	Port Fairy	Wangaratta*
Bendigo*	Dunolly*	Leitchville	Portland*	Warnambool*
Berwick/Pakenham*	Echuca	Leongatha*	Preston*	Warracknabeal*
Birchip	Edenhope/Apsley*	Lismore	Pyramid Hill	Warragul
Boolarra	Eildon	Longwarry	Quambatook	Warrnambool*
Boort	Elmore*	Maffra	Queenscliff*	Watsonia to Kinglake*
Box Hill*	Flemington*	Mallacoota	Red Cliffs	Wedderburn
Bright	Foster	Manangatang	Robinvale	Werribee*
Broadford*	Frankston*	Mansfield	Rochester*	Westernport*
Broadmeadows*	Geelong North*	Maroondah*	Romsey*	Winchelsea*
Camperdown*	Geelong South*	Maryborough*	Rosedale*	Wodonga*
Cann River	Girgarre	Marysville	Rushworth	Wonthaggi*
Casterton	Gisborne*	Meeniyan*	Rutherglen	Woodend*
Castlemaine*	Gunbower	Melton*	Sale	Wurruk
Central Highlands*	Hamilton	Merbein	Sandringham*	Wycheproof
Charlton	Heathcote	Merrigum	Sea Lake*	Yarra Ranges Rural*
Cheltenham North*	Heidelberg*	Mildura	Seymour*	Yarragon
Cheltenham South*	Heyfield	Mirboo North	Shepparton*	Yarram*
Chiltern	Heywood	Moe*	Simpson	Yarrawonga
Churchill	Horsham*	Monash*	Skipton	Yea*
Clunes	Inglewood*	Mornington Peninsula*	Stanhope	
Cobden	Inner Metro East*	Morwell	Stawell/St Arnaud*	
Cobram*	Inner Metro North*	Mount Beauty	Stratford	

* This preferred location list area includes more than one suburb or town.
See table 4 for more information about which suburbs or towns are included.

Table 4: 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/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, Box Hill, Box Hill North, Box Hill South, Bulleen, Burwood, Burwood East, Camberwell, Canterbury, Doncaster, Doncaster East, Donvale, 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

Preferred location area	Towns and suburbs
Cheltenham North	Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Glen Huntly, Glen Iris, 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/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

Preferred location area	Towns and suburbs
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/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, Blackburn, Blackburn North, Blackburn South, 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/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

Preferred location area	Towns and suburbs
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/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
Undefined	Blackwood, Bulla, Derrimut, Docklands
Wangaratta	Springhurst, Glenrowan, Wangaratta
Warnambool	Bushfield, Framlingham, Purnim
Warracknabeal	Woomelang, Beulah, Warracknabeal
Warrnambool	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

LANGUAGELINK

English

This publication is about housing. If you have difficulty reading English, you can get help with this publication. Please contact your local office or call Language Link on (03) 9280 0799 for an interpreter.

中文 Simplified Chinese

这是一份关于住房的出版物。如果你英语阅读有困难，可以获得帮助。请联系本地办事处或拨打
(03) 9280 0791联系Language Link要求口译员协助。

繁體中文 Chinese

本刊物有關住房資訊。假如您閱讀英語有困難，您可以尋求瞭解本刊物內容的幫助，請聯絡本地公房辦事處或撥打翻譯熱綫 (03) 9280 0789。

Hrvatski Croatian

Ova publikacija sadrži informacije o stambenom smještaju. Ako ovu brošuru ne razumijete zato što je pisana na engleskom, imate pravo na pomoć. Molimo vas, kontaktirajte svoj mjesni ured ili nazovite Language Link na broj (03) 9280 0792 i spojit će vas se sa tumačem.

Polski Polish

Niniejsza informacja dotyczy kwestii mieszkaniowych. Jeśli masz trudności z czytaniem po angielsku, możesz otrzymać pomoc w zrozumieniu tej publikacji. Prosimy zwrócić się do swojego lokalnego biura lub zadzwonić do Language Link pod numer (03) 9280 0793 i poprosić o ustnego tłumacza.

Af-Soomaali Somali

Daabacaadan waxay ku saabsan tahay gurisiinta. Haddii aad qabto dhibaato xaga aqriska Ingiriisiga, waxaad caawimaad ka helaysaa daabacaaan. Fadlan la xiriir xafiiska degaankaaga ama ka wac Language Link taleefanka (03) 9280 0795 wixii la xiriira turjumaanka.

русский язык Russian

Эта публикация касается жилищных вопросов. Если вам трудно прочитать ее по-английски, то вам может быть предоставлена помощь. Вы можете обратиться в свой местный жилищный отдел или связаться с переводчиком, позвонив на Языковую линию (Language Link) по номеру (03) 9280 0794.

Español Spanish

Esta publicación es sobre vivienda. Si tiene dificultad para leer inglés, se le puede ayudar con esta publicación. Por favor póngase en contacto con su oficina local o llame a Language Link en el (03) 9280 0796.

Türkçe Turkish

Bu yayın konutlar hakkındadır. İngilizce okumakta güçlük çekiyorsanız, bu yayınla ilgili yardım alabilirsiniz. Lütfen yerel ofisinizle ilişkiye geçin veya bir tercüman için (03) 9280 0797'den Dil Bağlantısı'nı arayın.

Tiếng Việt Vietnamese

Ấn phẩm này nói về vấn đề nhà ở. Nếu quý vị gặp khó khăn đọc tiếng Anh, quý vị có thể được giúp đỡ để hiểu ấn phẩm này. Xin hãy liên lạc với văn phòng địa phương hoặc gọi cho Language Link theo số (03) 9280 0798 để có thông dịch giúp đỡ.

عربى، عربي Arabic

هذه النشرة هي عن الإسكان. اذا كان لديك صعوبة في قراءة اللغة الإنجليزية، يمكنك تلقي المساعدة لفهم هذه النشرة. اتصل بالمكتب المحلي في منطقتك أو اتصل بمكتب اللغة Language Link على الرقم (03) 9280 0790 لطلب مترجم شفهي.

For other languages, an interpreter is available through your local office.

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