

Social Housing Eligibility Criteria

For social housing delivered by registered Community Housing Providers

Social housing is available to provide housing stability to vulnerable people who are not able to access and sustain housing in the private market.

Applicants must meet all the eligibility criteria to receive social housing.

Registered Community Housing Providers funded under the *Housing Act 2003* to deliver a social housing service must implement the Social Housing Eligibility Criteria as required under section 14(2)(a) of the *Housing Regulation 2015*.

1 Social Housing

1.1 Australian citizenship and residency status

The applicant (the person signing the tenancy agreement) needs to either be:

- an Australian citizen
- a permanent resident of Australia
- have a Permanent Protection Visa or a Resolution of Status Visa
- qualify for permanent residency status through agreements between Australia and another country
- have a Safe Haven Enterprise visa
- have a Bridging Visa and have applied for a Protection Visa or a Resolution of Status Visa
- on a Temporary Protection Visa; or
- on a Bridging Visa if you previously held a Temporary Protection Visa which has expired.

If the applicant has applied for permanent residency, a Permanent Protection Visa or a Resolution of Status Visa, but is not yet a permanent resident, they may apply for social housing.

1.2 Queensland residency

The applicant (the person signing the tenancy agreement) must live in Queensland.

An exception may be made if an applicant is applying from another Australian state or territory and can provide evidence that they are moving to Queensland.

1.3 Property ownership

An applicant (the person signing the tenancy agreement) and all household members must not own, or part-own, property within Australia or overseas, including:

- a residential home (e.g. house, flat, unit or townhouse)
- vacant land including rural property
- a manufactured or transportable home
- improved or unimproved commercial or industrial property
- property owned through a Property Trust.

Some exceptions may apply for example:

- in the case of domestic and family violence, marriage breakdown, extreme hardship
- if the vacant land is in a natural disaster area
- if the applicant owns or part-owns property and needs social housing on a temporary basis.

1.4 Liquid assets limit

The liquid assets of all applicants and household members added together must not equal more than:

- single-person household: \$116,375
- 2 or more household members: \$148,625

Liquid assets include but are not limited to:

- money
- shares, fixed investments, managed funds
- property trusts,
- superannuation payouts (if the person has reached the preservation age)
- the value of caravans, mobile homes and live-aboard boats.

1.5 Independent income

An applicant must earn an independent income in Queensland. At least one person who will sign the tenancy agreement must:

- receive an independent income of \$226.81 or more every week
- have received this income for (at least) the 4 weeks leading up to applying for social housing.

Any other household member who has no income, a very low income or cannot identify or verify their income will be assessed as having an income based on their equivalent Centrelink payment.

The equivalent Centrelink payment is the payment that would match the household member's circumstances, even if they do not qualify for Centrelink payment requirements. The equivalent Centrelink payment is based on:

- age
- marital status
- whether the household member lives at, or away from home
- whether the household member has children.

If the applicant holds a Temporary Protection Visa or is in a correctional facility, and does not yet have an independent income, they may apply for housing assistance. If the applicant is eligible, they will be added to the housing register. They will not be offered housing until they receive an independent income.



1.6 Household income

Applicants will need to show evidence of the total income for all people in their household before any deductions such as tax and superannuation are taken out—this is called their gross weekly income. Some income, such as certain payments from Centrelink, are not included when assessing a household's income.

For intake eligibility, the household's combined gross weekly assessable income must be less than:

Income	Household type
\$609	Single person, no children.
\$755	Single person, one child Couple with no children Two single people.
\$877	Single person, two children Couple with one child Couple and 1 single person Two single people and one child Three single people.
\$999	Single person, three or more children Couple with two children Three single people and one child Two single people with two children Four single people
\$1,121	Couple with three or more children Five single people One couple with two children and one single person Two couples with one or more children One couple, one single person and two or more children Other households with five or more people including two adults.

1.7 Wellbeing

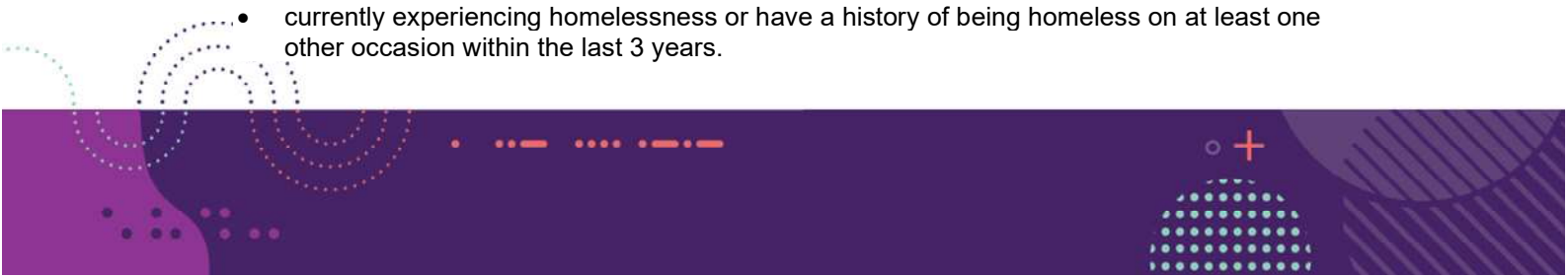
Applicants must have a need to move because their current housing does not meet their household's needs and have multiple and complex factors that mean they are unable to independently access and sustain stable housing.

Need to move reasons include:

- being homeless or at risk of homelessness
- unsuitable location of current housing
- physical amenity of current housing does not meet household needs
- rent in current housing is unaffordable

Complex wellbeing factors include:

- being long term unemployed or experiencing periods of unemployment, being unable to work with high living expenses, or being employed and earning within the income eligibility limits for the household, and
- have a long term serious medical issue/disability, and/or
- currently experiencing homelessness or have a history of being homeless on at least one other occasion within the last 3 years.



- have had a tenancy that ended due to being evicted two or more times in the last three years, and/or
- have had multiple unsuccessful private rental applications, and/or
- there is no supply of appropriate housing in the private rental market

1.8 Ongoing Eligibility Criteria

Tenants should continue to meet the ongoing eligibility criteria which include:

- household income – no more than \$80,000 in gross assessable income for tenant(s) and their spouse
- property ownership (as per section 1.3), and
- household need and match to property

1.9 Exemptions

The income criteria for applicants for housing in a resource community, declared by the State, may be up to the income limits below, which are linked to the income limits of the National Rental Affordability Scheme (NRAS).

Applicants for some affordable housing, as designated by the Chief Executive and included in agreements with the State, are exempt from some of the Social Housing Eligibility Criteria. These exemptions are in place to achieve a mix of tenancies within a development, provide housing to customers with a connection to a local community and/or provide housing for priority cohorts, including customers experiencing domestic and family violence, marriage breakdown or extreme hardship.

These exemptions include:

- Liquid assets 25% of non-homeowner liquid asset limit for the full pension (as per NRAS)
- Household income—equivalent to the National Rental Affordability Scheme (NRAS)
- Housing need—must be in housing need and unable to secure and/or sustain housing in the private market

The household's combined gross income must be less than the following annual gross household incomes (NRAS), unless designated in an agreement with the State. These income limits are updated annually on 1 May by the Australian Government.

Ongoing eligibility criteria for these arrangements are as per the agreement with the State.



The weekly gross household income

Income per annum	Household type
\$52,795.	One adult
\$72,993.	Two adults
\$93,191.	Three adults
\$73,044.	Sole parent with 1 child
\$90,558.	Sole parent with 2 children
\$108,072.	Sole parent with 3 children
\$90,507.	Couple with 1 child
\$108,021.	Couple with 2 children
\$125,535.	Couple with 3 children

Use the following to calculate the income eligibility for different household types

Income p.a.	Household type
\$52,795	First single adult
\$20,198	Each additional adult
\$17,514	Each child
\$55,530	First sole parent
\$52,795	Independent minor



3 Responsibilities

All funded providers must operate within these requirements and relevant government legislation, regulations, directives, information standards and/or policies at the time of publication.

When implementing the Social Housing Eligibility Criteria the provider must make decisions fairly and transparently, using principles compatible with human rights, as described in the *Human Rights Act 2019*.

4 References

Legislation and regulations

- [*Housing Act 2003*](#)
- [*Housing Regulation 2015*](#)
- [*Human Rights Act 2019*](#)
- [*Public Records Act 2002*](#)
- [*Residential Tenancies and Rooming Accommodation Act 2008*](#)
- [*Residential Tenancies and Rooming Accommodation Regulation 2009*](#)



5 Contacts

Providers who are unsure about the applicability of this policy to their assistance agreement should contact the Department of Communities, Housing and Digital Economy via their contract managers.

Brisbane Region

- Phone: 3007 4386
- Email: HHSBRORD@hpw.qld.gov.au

South/West Region

- Phone: 3437 6044
- Email:
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HHSSWRORD@hpw.qld.gov.au

Central Queensland/North Coast Region

- Phone: 4848 7060
- Email: HHS-SD-CQNCR-ORD@hpw.qld.gov.au

North Queensland Region

- Phone: 4724 8578
- Email: HHS-NR-ORD@hpw.qld.gov.au

Aboriginal and Torres Strait Islander Housing Unit—Cairns

- Phone: 4036 5570
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