



Application Management Policy

Purpose

To outline how the Department of Communities (Housing) manages applications for public housing.

Scope

This policy relates to clients who intend to apply or have applied for public housing assistance with the Department of Communities (Housing) in Western Australia.

Policy statements

1. General Eligibility

Clients must continue to meet the public housing eligibility criteria through the period they are seeking assistance to remain registered for public housing.

2. Client Responsibility

Clients are responsible for:

- a. Providing up to date contact details;
- b. Providing accurate information;
- c. Advising of any changes to their circumstances, and;
- d. Responding to correspondence or information requests from the Department of Communities (Housing).

3. Application Registration

Public housing applications will be registered in date order.

Public housing applications will be registered on:

- a. The date the application is received; or
- b. The date the client was added to an existing application.

Clients will retain their original registration date:

- a. If they transfer their application to another zone or region;
- b. If co-applicants wish to proceed with a separate application, or;

- c. Upon reinstatement of a withdrawn application.

4. Application Zone

Clients will be listed for only one Metropolitan zone or country town of their choice.

5. Application Review

Public housing applications will be reviewed regularly to assess client eligibility for public housing and to understand their housing needs.

6. Application Withdrawal

Public housing applications may be withdrawn:

- a. If the client is no longer eligible for public housing;
- b. At the request of the client;
- c. If the client does not respond to correspondence or information requests from the Department of Communities (Housing);
- d. If the client leaves Western Australia for longer than 6 months;
- e. If the client does not accept a property offer, unless:
 - i. The client can demonstrate the offer does not meet their housing needs, or;
 - ii. A deferral has been granted due to extenuating circumstances.

7. Application Reassessment

Subject to reassessment of eligibility and determining the clients housing needs, a withdrawn application may be reinstated:

- a. As a result of a successful appeal;
- b. As a result of a discretionary decision;
- c. Within one year of the application being withdrawn due to the client not responding to an application review without proceeding to the appeals process, or;
- d. Within one year of the application being withdrawn due to the client not being able to accept an offer of accommodation at the end of a deferment period.

8. Community Housing

Clients who have nominated for Community Housing will have their applications managed in accordance with the Application Management policy.

Related legislation

- Housing Act 1990
- Residential tenancies Act 1987
- Residential Tenancies Regulations 1989

Related policies

- Eligibility Policy.
- Appeals Mechanism.
- Discretionary Decision Making Policy.
- Allocations Policy.

Document control

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Owner	Community Services - Service Design and Operational Improvement

Version history

Version	Effective	Amended section	Description	Reference number
1	January/2022	Section 7	Updated policy format to align with Department format Additional statement (d) added identifying reassessment of an application if a client is unable to accept an offer at the end of a deferment period.	