


Evidence Requirements Information Sheet

You must provide evidence to support your application for housing assistance. You only need to provide evidence when the question you are answering requests it. The questions where you need to provide evidence are shown on the application form like this:  Attach proof.

This information sheet contains a list of the evidence that housing providers will accept for each question where evidence is required. Please note that you must provide evidence as soon as possible. We cannot assess your application until we have all the evidence we ask for. **Photocopies of evidence are acceptable. However, housing officers must sight the original documents for proof of identity, citizenship/residency status and income.**

Where you are asked to complete a form or a statement (eg. the Confirmation of Aboriginality forms, Details of Land and Property Ownership form, a Housing Statement or a Medical Assessment form), you can get copies of these from your nearest housing provider or you can download them from the Housing Pathways website at www.housingpathways.nsw.gov.au

1. Proof of identity

Aligns with question 1 in the Application for Housing Assistance form

Provide any two from this list for each person on your application 18 years and over

- Birth certificate
- Centrelink Health Care Card, Pensioner Concession Card or Seniors Health Care Card
- Medicare card
- Marriage certificate
- Motor vehicle driver's licence
- Motor vehicle registration form
- NSW photo card from the RTA
- Baptism certificate
- A current passport
- A savings bank passbook for an account that is used regularly or a current bank statement
- Evidence of rent payments over a reasonable time (for example, more than 3 months)
- Health insurance documents
- Evidence of credit accounts or hire purchase agreements
- Corrective Services NSW Release Card
- Identification by a person acceptable to your social housing provider (for example, a representative from the Department of Human Services - Community Services, Centrelink or another welfare agency, but not a social housing provider employee)

2. Confirmation of Aboriginal or Torres Strait Islander background

Aligns with question 13 in the Application for Housing Assistance form, question 10 in Social Housing Supplement, question T7 in the Transfer and Mutual Exchange Supplement (for public housing tenants) and question TC7 in the Transfer Supplement (for community housing tenants).

To apply for housing services specifically available to Aboriginal and Torres Strait Islander people, at least one member of your household must be Aboriginal or Torres Strait Islander, and their Aboriginality must be confirmed.

You can confirm your Aboriginality or Torres Strait Islander status in the following ways:

1. If you are a member of a Local Aboriginal Land Council, use the *Confirmation of Aboriginality – Local Aboriginal Land Council* form. You will need to fill in your details in Section 1 of the form and then ask the Chief Executive Officer and the Chairperson of the Land Council to complete and sign Section 2.
2. If you are not a member of a Land Council, you may be able to get your Aboriginality confirmed by an Aboriginal or Torres Strait Islander organisation. The organisation you ask must be either:
 - incorporated under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (formerly the *Aboriginal Councils and Associations Act 1976*), or
 - an incorporated community organisation where all the members of the organisation are Aboriginal or Torres Strait Islander or both.

To confirm your Aboriginality this way, use the *Confirmation of Aboriginality – Aboriginal/Torres Strait Islander Organisation* form. You will need to fill in your details in Section 1 of the form and then ask the Chairperson of the organisation to complete and sign Section 2.

3. If you cannot provide what is asked for in option 1 or 2 above, you can use the *Confirmation of Aboriginality - Statutory Declaration* form. Complete this Declaration and attach any letters of support that you may have from Aboriginal community members, Aboriginal organisations, or other agencies that know you. Letters of support must be signed by an Aboriginal person and letters from organisations must be on letterhead.

We may ask for more documents or information if we need it.

3. Proof of Australian citizenship

Aligns with question 14 in the Application for Housing Assistance form

Provide one from this list for each person aged 18 years and over on your application

- An Australian birth certificate
- A current Australian passport
- Australian citizenship certificate/papers

4. Proof of residency status/visa category

Aligns with question 15 in the Application for Housing Assistance form

Provide one from this list for each person on your application who is aged 18 years and over and not an Australian citizen

- A Certificate of Evidence of Resident Status (issued by the Department of Immigration and Citizenship)
- A current passport with an Australian Visa
- Visa papers

5. Proof of property ownership

Aligns with question 16 in the Application for Housing Assistance form

If you own or part-own any property, provide one from this list

- A completed Details of Land or Property Ownership form (for a property in Australia and/or overseas)
- Deeds for the property
- Statement from a mortgage lender showing mortgage repayments
- Recent rate notices
- A professional evaluation of the market value
- Receipts showing any income currently received from the property such as rent
- Solicitor's settlement statement to show equity from the sale of the property

6. Proof of income

Aligns with question 17 in the Application for Housing Assistance form

You need to provide at least one piece of evidence for each type of income that is received by each person on your application 18 years and over. If anyone gets income from more than one source, they need to show evidence of each.

For an income from Centrelink, you can:

- Provide an income statement from Centrelink, or
- If applying through Housing NSW you can sign an Income Confirmation Scheme (ICS) Consent Authority (see page 16 of the Application for Housing Assistance form). This will allow Housing NSW to confirm your payment directly with Centrelink, or
- If applying through a community housing provider use the providers Income Confirmation consent form to allow the provider to directly confirm your payments with Centrelink

For an income from Department of Veterans' Affairs, you need:

- A Statement from the Department of Veterans' Affairs showing receipt of a pension

For income from employment, you can provide:

- The last four payslips showing year-to-date earnings and other details, or
- A payslip confirming start date and details of what you are paid if you have only just started working, or
- An Income from Employment form that has been filled in by your employer, or
- A letter from your employer stating when you started work, details of what you get paid and any deductions, salary sacrifices or fringe benefits

For income from your own business, you can provide:

- A current profit and loss statement for the previous financial year completed by an accountant, or
- A taxation return for the previous financial year

For other sources of income, you can provide (as relevant):

- A letter or statement from an overseas government detailing the amount you receive or
- A letter or statement from WorkCover or insurance company detailing the amount you receive or
- A letter or statement from an investment organisation providing details of the dividend you receive or
- A completed Details of Land and Property Ownership (DH3013) form showing income currently received from the property or
- A letter from any other organisation or income provider (not listed above) detailing the type of income and amount

7. Proof of money assets

Aligns with question 17a in the Application for Housing Assistance form

You need to provide at least one piece of evidence that shows the amount in held in each asset owned by each person on your application aged 18 years and over. If anyone has more than one money asset, they need to show evidence of each.

Depending on your asset, you can provide:

- A savings passbook from your bank
- Bank statements for the last four weeks of an account that is used regularly
- A current ATM mini statement listing the last 4 weeks transactions and verified against the ATM card
- Records of any cash, shares or term deposits, for example share certificates or securities

8. Proof of regular payments for child support

Aligns with question 18 in the Application for Housing Assistance form

If you pay child support, provide one of the following:

- A letter from the Child Support Agency
- A Centrelink Income Statement that shows the child support deduction

Note: payments made for child support are deducted from your income when we assess your eligibility.

9. Proof of on-going expenses due to a disability, medical condition or permanent injury

Aligns with question 19 in the Application for Housing Assistance form

Note: you only need to provide evidence here if your household is already over the social housing income limit. For further information on income limits, see the *Applying for Social Housing* fact sheet.

Provide any from this list that explain the ongoing expenses due to a medical condition or disability for anyone on your application

- Receipt of a Disability Support Pension from Centrelink
- Chemist records or statements that show any on-going expenses relating to the medical condition or disability
- A statement from a fee-for-service carer or organisation
- Invoices from a health professional (for example a chiropractor, naturopath, acupuncturist, etc) that detail the condition being treated and the cost of ongoing treatment
- Invoices, bills or receipts from a medical specialist that detail the condition and the cost of ongoing treatment (after the Medicare rebate or other subsidy has been applied)
- An Occupational Therapist report that details the type and cost of the specific equipment that has been prescribed

10. Proof of pregnancy

Aligns with question 20a in the Application for Housing Assistance form

If you or someone on your application is pregnant, provide one from this list

- Letter or medical certificate from a doctor confirming the pregnancy and the expected date of birth
- An antenatal clinic book from the health service providing care during the pregnancy, with the baby's expected date of birth

11. Documents to support your experience of violence or risk of harm

Aligns with question 22 in the Application for Housing Assistance form

If you are applying for housing assistance because of domestic/family violence, violence and/or threats from another person, a child in your care is at risk, or because of harassment from another person you will need to provide documents to support your claim.

Domestic violence/family violence or threats and/or violence from another person:

Provide any from the list that are relevant

- Police reports or statements
- Current Apprehended Violence Order
- Request for assistance from the Department of Human Services - Community Services
- Notices from court or a letter from a solicitor
- A Medical Assessment form completed by a health professional confirming your situation
- Letters or reports from a doctor, health professional, social worker, migrant resource service, a recognised domestic violence service, refuge or other support agency worker
- Verbal or written confirmation from a third party such as a relative, friend, neighbour or local clergy

A child in your care is at risk:

Provide any from the list that are relevant

- Current reports or letters from the Department of Human Services - Community Services or Corrective Services NSW

- Current reports or letters from a community support agency such as a refuge, community centre or neighbourhood centre worker
- Current reports or an assessment from a medical practitioner or health professional (including a mental health case manager)
- Current reports or letters from a school Principal or school Counsellor

Harassment from another person:

Provide any from the list that are relevant

- Current report from a mediation session with a Community Justice Centre or a recognised mediation service
- Current reports or letters from a community support agency such as a refuge, community centre or neighbourhood centre worker confirming the incidents are ongoing and/or escalating in seriousness
- Housing NSW's Serious Incident Diary, if a public housing tenant
- Letters or reports from neighbours substantiating the harassment

12. Documents that show you need to leave the place you are staying and you have nowhere else to live

Aligns with question 24 in the Application for Housing Assistance form

Provide one from this list that shows why you are at risk of becoming homeless, when you might become homeless (if you know) and why you are unable to stay there any longer - for example, you have a date that you will be leaving hospital or gaol

- Referral or confirmation from a refuge, crisis or emergency or other supported accommodation provider
- Referral or letter from a hospital, mental health facility, disability support facility or a rehabilitation facility
- Referral or letter from a juvenile detention centre, gaol or probation and parole
- Documents from the Department of Human Services - Community Services, or the Department of Human Services - Juvenile Justice
- Release papers from gaol
- Letter from support worker/advocate (with details on current situation and ability to find other accommodation)
- Notice of Termination
- Warrant of Possession
- Housing Statement or Statutory Declaration signed by a family or friend providing current accommodation that outlines reasons why they cannot provide you with longer term accommodation

13. Documents that support a claim that current accommodation is unsuitable, unhealthy or unsafe

Aligns with question 25 in the Application for Housing Assistance form

Provide one from the list that shows why your current accommodation is unsuitable, unhealthy or unsafe

- Report or letter from a specialist, psychiatrist or doctor
- Report or letter from health care worker such as a community nurse, occupational therapist or physiotherapist
- Report or letter from support agencies such as Home & Community Care Program, Home Nursing Service, Aged Care Assessment Team, Community Centre, Neighbourhood Centre or NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
- Letter from the Department of Human Services - Community Services
- Letter to confirm that an additional household member will be released from gaol, a juvenile detention centre, disability support facility, mental health facility, state care facility, or hospital
- Proof regarding separation such as Family Court papers, current Apprehended Violence Order, etc
- Housing Statement or Statutory Declaration signed by family members explaining the reasons why your household is unable to live together

Additional evidence to show overcrowding

- Marriage certificate
- Legal documents confirming family reunion, placement of children or custody of children
- Letter or reports from support agencies confirming severe behavioural problems

Additional evidence to show severe overcrowding

- Current lease agreement if renting privately, and
- Centrelink income statement showing the number of dependent children

Additional evidence to show family break-up

- Letters or reports from a social worker, community worker, or Neighbourhood Centre confirming family break-up
- Income Statement from Centrelink demonstrating change of payment from partnered to single
- Evidence of new residential address (e.g. driver's license, mobile phone bill, Centrelink income statement), if moved from a social housing property

Additional evidence to show substandard property conditions

- Photographs of the property
- Property condition report
- Advice from local Council stating the property is in a substandard condition
- Copies of advice from Tenancy Advice/Advocacy Services or action taken against the landlord in the Consumer Trader and Tenancy Tribunal
- Medical Assessment form detailing why the accommodation is substandard, and how this affects a medical condition or disability
- Letters from support workers or advocates

Additional evidence to show property has a lack of essential facilities

- Photographs of the property
- Property condition report
- Letters from support workers or advocates confirming property has a lack of essential facilities, and what these facilities are (eg. no electricity, no hot water, etc)

14. Proof of disability or ongoing medical condition

Aligns with question 27 in the Application for Housing Assistance form

Provide one from the list for each person on your application with a disability or ongoing medical condition

- Income confirmation from Centrelink (through the Income Confirmation Single Enquiry Service or the Income Confirmation Scheme) showing the person receives a Disability Support Pension
- Statement from Centrelink showing the person receives a Disability Support Pension
- A Medical Assessment form completed by a relevant health professional detailing the disability or ongoing medical condition and the impact it has on housing need
- Report or letter from a specialist, psychiatrist, doctor, or mental health worker detailing the disability or ongoing medical condition and the impact it has on housing need
- Report from an Occupational Therapist containing specifications of any modifications required

15. Documents that show someone on your application requires access to a specific service or school

Aligns with question 28 in the Application for Housing Assistance form

Provide one from this list for each person on your application requiring access to a specific service or school

- Letter of confirmation from the specific service or school
- Letter from the support worker describing the services/facilities you require access to and how often you require them

16. Proof that someone on your application receives ongoing support

Aligns with question 29 in the Application for Housing Assistance form

Provide a letter of confirmation from the relevant support provider for each person on the application who receives ongoing support

- Letter of confirmation from:
 - Support services/programs provided by an agency or department. For example, the Brain Injury Rehabilitation Program, Transition to Work Program, Community Participation Program, etc.
 - Family or friends who provide care

17. Documents that show someone on the application has their affairs managed by a public or private guardian

Aligns with questions 30a in the Application for Housing Assistance form

Provide one from the list:

- Letter of confirmation from the private guardian
- Guardianship Order from the NSW Trustee and Guardian (NSWTG)

18. Proof that someone on the application receives a Carer or Mobility Allowance

Aligns with question H3 in the Social Housing Supplement and question TC12 in the Transfer Supplement (for community housing tenants)

Provide:

- Statement from Centrelink showing receipt of:
 - Carer Allowance
 - Mobility Allowance

19. Proof that the carer of someone on your application receives the Carer Payment or Allowance

Aligns with question H4 in the Social Housing Supplement and question TC13 in the Transfer Supplement (for community housing tenants)

Provide one from this list that shows someone on your application receives support from a carer who gets the Centrelink Carer Payment or Allowance

- Concession card listing the carer's name
- Copy of carer's Centrelink circumstances review form
- A copy of a Centrelink statement confirming receipt of the Carer Payment or Carer Allowance

20. Proof of special housing requirements

Aligns with H8 in the Social Housing Supplement, question T5 in the Transfer and Mutual Exchange Supplement (for public housing) and question TC5 in the Transfer Supplement (for community housing tenants)

Provide any from this list that apply

- A Medical Assessment form completed by a relevant health professional detailing why you have special housing requirements, and what these needs are
- Letter from a specialist, doctor, relevant support worker, or community leader detailing why you have special housing requirements and what these needs are
- Family Court order or letter regarding access to children
- Part payment of Family Tax Benefit A and B (for weekend access or shared custody of children)
- Letter from the Family Court stating shared custody arrangement
- Letter or report from Child Support Agency, the Department of Human Services - Community Services, Police, or justice system officers detailing why you have special housing requirements and what these needs are

Document to support the need for modifications

- Occupational Therapist report and Medical Assessment form stating the type of modifications required

21. Proof of problem climbing stairs

Aligns with question H9 in the Social Housing Supplement, question T6 in the Transfer and Mutual Exchange Supplement (for public housing tenants) and question TC6 in the Transfer Supplement (for community housing tenants)

Provide any from this list that apply

- A Medical Assessment form completed by a relevant health professional detailing who has a problem climbing stairs, the number of steps that can be managed and why
- Letter or report from a relevant support provider, such as a specialist, occupational therapist, or Home Care detailing who has a problem climbing stairs, the number of steps that can be managed and why

Document to support need for ground floor or level access

- If an applicant or other person included in the application requires ground floor accommodation they must provide a Medical Assessment form completed by a doctor

22. Documents to support your application to succeed a tenancy

Aligns with question S2 in the Succession of Tenancy Supplement

You will need to confirm the tenant has left or will be leaving the property you wish to succeed by providing any from the list that apply

- Letter from a nursing home, hospital, rehabilitation program or institutionalised care detailing admission date and discharge date, if any
- Death certificate
- Marriage certificate
- Letter or report from court, gaol or probation and parole detailing date of incarceration and release date

23. Documents supporting your application to succeed a tenancy even though you are not living in the property

Aligns with question S3 in the Succession of Tenancy Supplement

You will need to show your relationship with the tenant and explain why you are not living in the property.

To show your relationship with the tenant, you could provide documents such as:

- A marriage certificate
- Birth certificate
- Joint accounts e.g. bank, loans, electricity

To explain why you are not living in the property, you could provide

- Housing Statement or Statutory Declaration detailing why you are not living in the property
- A letter or report from a relevant support provider detailing the reasons why you are not living in the property

24. If you are Aboriginal or Torres Strait Islander, documents supporting your application to succeed the tenancy even though you are not living in the property

Aligns with question S4 in the Succession of Tenancy Supplement

You will need to show your relationship with the tenant, the property and the area and explain why you are not living in the property. You will also need to show confirmation of your Aboriginality.

To show your relationship to the tenant, property and area, you could provide documents such as:

- Birth certificate
- Confirmation from Aboriginal community elders
- Any documents that show a long-term association with the property and the area (such as previous bills, etc)

For confirmation of your Aboriginality, refer to item 2 on this information sheet.

25. Proof that you have, or are applying for, custody of the children currently living in the property

Aligns with questions S7, S8, S9, S10 in the Succession of Tenancy Supplement

You will need to provide both items on this list.

To show you have, or are applying for custody of the children, you will need to provide:

- Guardianship or custodian papers, or
- Confirmation you have lodged an application for guardianship or custody of the children

You will also need to complete a Housing Statement confirming that:

- you will live in the property to look after the children, and
 - that you have no other property that you can live in with the children and
 - that you will give up the tenancy if custody of the children is awarded to someone else
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26. Proof of employment in another location

Aligns with question T10 in the Transfer and Mutual Exchange Supplement (for public housing tenants) and question TC10 in the Transfer Supplement (for community housing tenants)

Provide one from this list

- A letter from your employer about your offer of work and the location of the job
 - A letter from your employer about the change of location of your job
 - Payslips or other documents that show the location of the job and that you are employed there
 - An Income from Employment form that has been filled in by your employer
 - Letter confirming permanent employment and number of hours to be worked
 - Letter from employer confirming loss of employment if unable to relocate/change location
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27. Proof of situation requiring a transfer for compassionate reasons

Aligns with question T11 in the Transfer and Mutual Exchange Supplement (for public housing tenants) and question TC11 in the Transfer Supplement (for community housing tenants)

Provide any from the list that are relevant

- Letter from your relative who requires your care or support
 - Letter from a health professional or worker confirming a family member's medical condition and/or disability
 - Letter or report from a service providing care or support to the family member. For example, a specialist educational service, a cultural support service, a family support service, a rehabilitation service, or a counselling service
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28. Evidence required if your current address is outside of NSW

If you are not currently living in NSW or in a NSW border area/town such as Albury-Wodonga, Tweed Heads-Coolangatta, Queanbeyan-Canberra, you will need to show why you need to live in NSW.

Provide one from this list that explains your situation

- Supporting documents showing a need to access medical, educational or commercial facilities in NSW
- Supporting documents showing a need for specialist medical treatment in NSW that is not available in the state you are currently living in
- Supporting documents showing a need to move to NSW to escape domestic violence, serious harassment or threats of violence

29. Proof that someone receives support from a listed program or service

If someone receives support from a program or service listed, you may be eligible for a longer lease (if housed in public housing). Provide a letter of confirmation from the relevant program or service.

Provide a letter confirming participation in:

- Attendant Care Program
- ADAHPT (AIDS, Dementia and HIV Psychiatry Team) Service
- High Needs Pool (Care Program)
- Housing and Accommodation Support Initiative HASI 1, 3 or 4
- Lifetime Care and Support (administered by the Lifetime Care and Support Authority)
- Community Aged Care Package
- EACH Package (Extended Aged Care at Home)
- Ventilator Dependent Quadriplegic Program
- Children's Home Ventilation Program

30. Proof of not being able to find alternative accommodation

If you have not been able to find alternate accommodation, you will need to show proof that you have tried and explain the reasons why you have not been successful.

Proof that you have tried include:

- Signed and dated business cards from real estate agents managing the rental properties you have visited
- Printouts of property listings from real estate websites
- Signed real estate agency listing
- Copies of applications you have put in to rent properties
- Rejection letters from real estate agencies

Support for the reasons why you have not been successful

- Income and assets evidence
- Centrelink statement showing number of people in your family (for large families)
- Occupational therapist report detailing your medical condition or disability and the special housing requirements that are preventing you from finding alternate accommodation
- Letter from support worker/advocate/health professional
- Medical Assessment form completed by a relevant health professional detailing why you have not been able to find alternate accommodation
- Chemist records or statements, or invoices from a health professional, that show a disability or on-going medical condition
- Independent Livings Skills Assessment form completed by a health professional or support provider

31. Evidence required if you are an unsatisfactory Housing NSW former tenant

If you are known to Housing NSW as an unsatisfactory former tenant, you need to have sustained a private rental tenancy for at least six months before you will be eligible for housing assistance.

To prove that you have sustained a tenancy in the private rental market, you must provide

- Written permission for the social housing provider to make enquiries to your landlord or real estate agent about your rental and tenancy history