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| Guide to completing the application for rental rebate |
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# Application for rental rebate

The Application for rental rebate is used to apply for a rental rebate and when we are reviewing the amount you pay. All public housing renters are eligible to apply.

We will work out how much rental rebate you get based on the information you give us about the people living in your household and all the income your household receives.

This guide tells you about filling out the application for rental rebate.

Please read the guide carefully all the way through before you begin.

## If you need help

If you need help to fill in the application, you could ask a community service organisation, family member or friend to help you.

Your local office can tell you about community service organisations that can help or arrange an interpreter to help you. Department staff are not permitted to enter information on the application for a renter.

## Your new weekly payment amount

Your weekly payment amount depends on your household income. If the market rent of a public rental property you live in is:

* More than 25% of your household income: you will probably be eligible for a rental rebate, or
* Less than 25% of your household income: you will have to pay the market rent amount.

When you have completed all sections of the application and attached all the documents you will need, send or deliver your application to your local office.

We will write to you within 28 days from the date we receive your completed application to tell you what your new weekly payment amount will be and when it will start.

We will also tell you if you have any arrears or credit as a result of your application.

Your local office will contact you by letter within 14 days if we need more information from you.

Please contact your local office for information about your application.

If you do not agree with the assessment, you can:

* discuss this with your local office
* seek a review through your local office
* appeal the decision.

You can contact an appeals information officer on (03) 9096 7426 or 1800 807 702 or email housingappeals@dffh.vic.gov.au

## When your new weekly payment amount will start

If your weekly payment amount goes down because your household income changes between fixed rent periods, the new amount will start from one of the following dates:

* the Sunday before the date your household income went down
* the date the number of people living in your household changed.

If your income goes up between fixed rent periods, your weekly payment amount will generally not increase until the start of the next fixed rent period.

However, an increase in the amount you pay may apply immediately (or be backdated), if any of the following occurs:

* you do not tell us about changes to your household and household income when they happen
* you returned from department-granted temporary absence of your rental property
* you received a lump sum payment
* you resume employment after a temporary break from an ongoing contract.

## Your privacy

The Department of Families, Fairness and Housing collects information from you to work out if you are eligible for a rental rebate.

All the information you provide will be treated in accordance with the Health Records Act 2001 and the Privacy and Data Protection Act 2014.

The department is committed to providing coordinated care. If you are a client of another department program, limited identifying information may be disclosed to that program to assist in the delivery of services to you.

You can access your information held by the department by speaking to your local office or contacting the Freedom of Information Unit on (03) 9096 8449.

More information is available on the [department’s website](http://www.dhs.vic.gov.au/for-individuals/applying-for-documents-and-records/freedom-of-information) <www.dhhs.vic.gov.au>.

You can choose not to give us some or all of the information we ask for, however we may not be able to help you with a rental rebate.

You can withdraw your application at any time by notifying your local office in writing.

Collection of information necessary to assess your application will then cease, and we will charge you the market rent for your property from the start of the applicable fixed rent period.

## Your rental rebate can be cancelled

If you do not return the application and the documents we need when we ask them, for example, when the amount you pay is being reviewed, your rental rebate can be cancelled from the start of the next fixed rent cycle and you will be charged the market rent for your property

# Filling in the Application for rental rebate form

A renter or their representative must fill out the application for rental rebate.

### A1: Your rental details

This section asks for your rental details such as the name of the renters as listed on the agreement, your address, contact phone number and rental account number

You can find your rental account number on your rent payment card or on any letter we have sent you.

Please give us all this information so that we can clearly identify your rental details.

### A2: Please tell us the reason you are completing this application

For this section, please provide the reason you are submitting the application for rental rebate. For example, the type of income you are receiving has change, the people residing at the property has changed, you have been asked by the department to complete the application, etc.

By providing a reason will allow the housing service officer to focus on the type of documentation require to fully assess your application.

## Section B Household income and asset information

This section asks about who is living at your rental property and about their incomes.

This is the information we need:

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| Full name | Please provide the full name of all household members (including children) living in your rental property. If any household member has changed their name, please give us proof of their change of name. |
| Date of birth | Please provide the date of birth for each household member. |
| Gender | Please provide the gender (sex) of the household member. |
| Relationship to renter | Please provide the relationship of each household member to you, the renter, who is filling in the application, for example, spouse, son, daughter, cousin, etc. If you are the renter, write ‘RENTER’. |
| Date moved into or out of the property | Please provide the date any **new and /or existing** household members or dependants moved into or your rental property recently. This includes the birth of a child. |
| Income type | Please provide the type of income received by each household member.This could be wages, Centrelink payments, Austudy payments, Veterans’ Affairs pensions, child maintenance payments, income from self-employment or a business, overseas pensions, Workcover, superannuation, compensation payments.Include income from any other source, for example, rental income if you or a household member own/s a rental property.If the household member does not receive an income, write ‘NIL’. |
| Weekly amount(before tax) | Pease provide the amount of gross weekly amount of income, before tax or any other deductions are removed received by each household member.If the household member does not receive an income, write ‘NIL’. |
| Asset type | Please provide the amount of asset that you may have. This will include bank accounts, investments, land and/or property or other sourceIf the household member does not have any assets, write ‘NIL’. |
| Asset amount | Please provide the amount / valuation of the listed assetIf the household member does not have any assets, write ‘NIL’ |

These are the documents we need for each type of income and asset you may receive:

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| Centrelink pension, benefit, allowance, Family Tax Benefit and other payments managed by Australian Government Department of Human Services, for example Austudy, Abstudy | A statement from Centrelink showing the income received and when payments started.Centrelink Confirmation eServices (CCeS) is an online service that allows us to obtain information directly from Centrelink, to confirm your eligibility for housing services.We recommend that you use CCeS if you are a Centrelink customer as we periodically require up-to-date information about your income and assets to confirm your eligibility for rental rebate.CCeS has strict privacy and security standards, and we must have your consent before we can obtain information about you from Centrelink.Should you or your household members wish to use CCeS please complete the “Authority for Centrelink to release information to Director of Housing” form available at [Housing.Vic Centrelink’s Confirmation eService](https://www.housing.vic.gov.au/centrelinks-confirmation-eservices) <https:www.housing.vic.gov.au/centrelinks-confirmation-eservices>This means you will not need to tell us about your income or assets (apart from lump sum payments).This will make it easier for you and quicker for us to assess your eligibility for rental rebate. |
| Wages | A statement from your employer showing your gross weekly or fortnightly earnings before tax or any other deductions for the last 13 weeks, the name of the employer or company, address, contact details and the date you began working with them.If you have started working since your last rebate assessment, please provide a statement of gross wages from the date you started work. This includes overtime, allowances, loadings, bonuses, salary sacrifice and fringe benefits.You may also give us wage statements — consecutive payslips and a letter from your employer stating your gross income for the period and the date you began working with them.Your wage statement should be date-stamped and signed by your employer.If there is more than one employer, the date you began work must be confirmed by each employer.If you stopped working since your last application, give us a separation certificate or letter from your former employer confirming the date you stopped working with them. |
| University bursaries and grants | A letter from the institution or school body providing the funds showing the income received and when payments started. |
| Veterans’ Affairs pension | An income statement from the Department of Veterans’ Affairs showing the income type received and when payments started. |
| Child maintenance payments | A letter from the child support agency, a Centrelink income statement or Family Court order showing the weekly payments received and when the payments started for each child and paternal parent.If your child maintenance payments are not regular or change from time to time, please give us a letter from the child support agency showing all payments received for the period since your last application.If you have a private maintenance arrangement, give us a letter from the person making the payments showing the payments being made. |
| Self-employment | 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. Details of all other income over the same period are also required.We carry out random audits to cross check Australian Taxation Office notices of assessment with profit and loss statements. |
| Income from any business, partnership or company | A copy of the latest 13-week minimum profit and loss statement with a statutory declaration from your accountant or prepared by you if you do not use an accountant. Details of all other incomes received over the same period are also required. |
| Overseas pension or income | An income statement from Centrelink, overseas pension organisation, bank account statements or copy of bankbooks showing details of regular payments (at least three consecutive payments) received over the last 13 weeks. |
| WorkCover payments | A letter from WorkCover showing the date the payments started and the amount received over the last 13 weeks. |
| Superannuation investments or payments | A letter from your superannuation fund showing the payments received over the last 13 weeks and the total amount invested. |
| 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 received. |
| Rental income from real estate | A copy of the most recent lease agreement and evidence of gross rental income received over the last 13 weeks. |
| Income from any other source | Documents showing income from any other source.Please speak to your local officer about the type of documents we need, depending on the source of this income. |
| Bank account(s) | Tell us about each household member’s bank accounts* the name of each bank account holder
* the amount of money in the account
* the date the account was opened (if it is a new account since your last application).

Also give us:* the most recent original account statements covering at least eight weeks for all bank accounts
* the most recent original or clear photocopies of bankbooks covering at least eight weeks, clearly showing the name of the account holder.

These documents are not to be older than two weeks. Balance receipts from automatic teller machines (ATMs) cannot be used.We can make copies of original documents and give the originals back to you. |
| Investments | Tell us about any investments, for example, bonds, shares, superannuation funds, debentures or annuities that earn interest or dividends for any household member.This is the information we need:* the name of each account holder or investor
* the amount of money invested
* the date the account was opened (if it is a new account since your last application).

Also give 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.This is the information we need:* the name of the property owner/s
* the address of the property
* the current market value of the property
* the household member’s equity in the property
* the date of settlement of the property.

Also give us:* the most recent valuation notice from the local council giving the current market value
* evidence from the financial institution showing the household member’s equity in the property.

If the household member is receiving rental income from this property, include the gross weekly rent as income.Sale of propertyTell us about any land or property that a household member has owned and recently sold.This is the information we need:* the name/s of the property seller/s (vendor/s)
* the address of the property
* the total sale value of the property
* the household member’s equity from the sale of the property the date of settlement of the property.

Also give us:* a copy of the contract of sale
* evidence from the financial institution, for example, if the household member had to repay a home loan or invested the money they got from the sale.
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# Interpreter Services

If you speak a language other than English or have difficulty reading written information, you can get help over the telephone. Further information is available at [Housing.Vic. - interpreter-services](https://www.housing.vic.gov.au/interpreter-services) <<https://www.housing.vic.gov.au/interpreter-services>>

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