


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: .

This information sheet contains a list of the evidence that we will accept for each question where evidence is required. Please note that Applications for Housing Assistance will only be accepted for assessment provided minimum requirements are met. Please see the *Eligibility for Social Housing Policy* for full requirements. You must provide all other evidence as soon as possible to your nearest Housing Pathways provider. Delays in providing additional evidence may impact the products you are deemed eligible for.

Evidence to support your application must be current when you give the document to a social housing provider. Unless otherwise stated, to be current a document:

- must be no more than 3 months old, and/or
- must not have expired (e.g. a valid passport or driver's licence).

This does not apply to documents such as birth certificates and any confirmation of Aboriginality documents that do not expire.

You can use the same document to provide proof for more than one of the items below. Photocopies, print outs or electronic copies of these documents are accepted.

Where you are asked to complete a form or a statement (e.g. the *Medical Assessment form*), you can get copies of these from your nearest Housing Pathways social housing provider or you can download them from www.facs.nsw.gov.au. Fact Sheets and policies are also available from this website if you require further information, or you can contact your nearest Housing Pathways social housing provider.

If you are under 18 years of age and you are the main applicant, in addition to demonstrating your eligibility for social housing you must demonstrate that social housing is the best way to meet your accommodation needs and that you are able to meet your tenancy obligations.

You may be eligible for additional housing assistance if someone on your application is aged 80 years and over, or is Aboriginal or Torres Strait Islander and aged 55 years and over. For more information see the *Social Housing Eligibility and Allocations Policy Supplement*.

1. Proof of identity

Provide two from this list for each person on your application aged 18 years and over. If you or your partner are under 18 years of age you must also provide this proof.

Note: The two forms of identification must be from a different source (e.g. you cannot use a Health Care Card and a Centrelink Income Statement as they are both issued by Centrelink).

- Income Confirmation Scheme (ICS) Consent Authority
- Centrelink Health Care Card, Pensioner Concession Card, Seniors Health Care Card or Centrelink Income Statement
- Birth certificate
- Medicare card
- Official Certificate of Marriage (not ceremonial or commemorative certificate)
- motor vehicle driver's licence
- motor vehicle registration
- NSW Photo Card issued by Service NSW
- Passport
- Australian citizenship certificate/papers or visa papers
- Confirmation of Aboriginal or Torres Strait Islander descent - see item 3
- savings bank passbook for an account that is used regularly or a bank statement
- Corrective Services NSW Confirmation of Identity and NSW Residency.

2. Proof of NSW residency or why you need to live in NSW

If you live in NSW, provide one from this list.

Note: The document must show your name and the same address as on your application.

- Income Confirmation Scheme (ICS) Consent Authority or a document from Centrelink confirming your address
- formal tenancy agreement or lease
- current tenant ledger
- paid utility account (e.g. gas, electricity or phone)
- NSW Driver's Licence, a NSW Photo Card, or a NSW motor vehicle registration
- insurance renewal for house, contents, vehicle or boat
- Health Care Card issued in NSW
- Pensioner Concession Card issued in NSW
- bank/financial institution statement or passbook from a savings or cheque account
- taxation notice of assessment, not more than 12 months old
- paid rates notice, not more than 12 months old
- Seniors Card issued in NSW
- Corrective Services NSW Confirmation of Identity and NSW Residency
- student identity card displaying the student's photograph issued by a NSW secondary school, TAFE or university.
- letter from a relevant support provider confirming you are a NSW resident
- reference from an Aboriginal or Torres Strait Islander organisation with your name and confirming your long term association with NSW.

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

- Provide supporting documents to show your need:
 - to access educational, employment or commercial facilities in NSW (e.g. offer of employment in NSW)
 - for specialist medical treatment in NSW that is not available in the state you are currently living in
 - to move to NSW to escape domestic violence, serious harassment or threats of violence.

3. Confirmation of Aboriginal or Torres Strait Islander descent

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.

Provide one from this list:

- letter from a Local Aboriginal Land Council (LALC) confirming your acceptance as a member of the LALC. The letter must be:
 - on the LALC letterhead, and
 - signed by either the LALC Chairperson or Chief Executive Officer.
- letter of confirmation from an Aboriginal community organisation. The letter must be from a registered Aboriginal community organisation, that is:
 - an Aboriginal association incorporated under the Corporations (*Aboriginal and Torres Strait Islander Act 2006* (formerly the *Aboriginal Councils and Associations Act 1976*), or
 - an incorporated Aboriginal community organisation where all the members of the organisation are Aboriginal, Torres Strait Islander or both, and
 - be on the organisation's letterhead, and
 - state that you are of Aboriginal descent, and identify as an Aboriginal person, and are accepted by the Aboriginal community as an Aboriginal person, and
 - state that your Aboriginality has been confirmed and resolved at a duly constituted meeting of the organisation's governing body, and
 - be signed in accordance with the rules of the organisation.
- letter from the Stolen Generations Reparations Scheme confirming a successful reparation claim
- letter from a Stolen Generations Organisation acknowledging you as a Stolen Generations Survivor.

Note: If you are unable to provide one of the above complete the **Confirmation of Aboriginality Statutory Declaration** form. For more information see the **Social Housing Eligibility and Allocations** policy supplement.

4. Evidence of Australian citizenship

Provide one from this list for each person on your application who is aged 18 years and over to support their evidence of Australian Citizenship. If you or your partner are under 18 years of age you must also provide this proof.

- Australian birth certificate
- Australian Passport
- Australian citizenship certificate/papers
- Income Confirmation Scheme (ICS) Consent Authority or a Centrelink Income Statement if one of the following primary payments is received:
 - JobSeeker Payment
 - Youth Allowance
 - ABSTUDY
 - AUSTUDY

* For clients born after 21 Aug 1986 you may be required to provide further information to support your evidence of Australian citizenship which may include Centrelink income for you and your household.

5. Proof of Australian residency status/visa category

Provide one from this list for each person on your application who is **not** an Australian citizen and is aged 18 years and over. If you or your partner are under 18 years of age you must also provide this proof.

- confirmation of your visa details from the Visa Entitlement Verification Online service (VEVO) provided by the Department of Home Affairs - Immigration and citizenship.
- VEVO consent .

Other items may support your claim to Australian residency including:

- Visa grant notification letter (issued by the Department of Home Affairs - Immigration and citizenship)
- Income Confirmation Scheme (ICS) Consent Authority or a Centrelink Income Statement if one of the following primary payments is received for over 6 months:
 - Jobseeker Allowance
 - Sickness Allowance
 - Youth Allowance
 - ABSTUDY
 - AUSTUDY

Protected (Eligible) New Zealand Citizens

As a Protected New Zealand Citizen you will be required to show you were in Australia on 26 February 2001.

Evidence can include the following:

- A movement record from the Department of Home Affairs indicating their entry and departures.
- Certificate of Status for New Zealand Citizens in Australia (CSNZCA) - please note these are no longer issued by Home Affairs.

Other evidence that may support this are as follows:

- Income Confirmation Scheme (ICS) Consent Authority or a Centrelink Income Statement if one of the following primary payments is received for over six months:
 - Jobseeker Allowance
 - Sickness Allowance
 - Youth Allowance
 - ABSTUDY
 - AUSTUDY

6. Documents required for former social housing tenants

If you have a debt from a former social housing tenancy (including an Aboriginal Housing Office property), you need to provide:

- A completed **Acknowledgement and Agreement to Repay Debt** form.

If you are known to a social housing provider as an unsatisfactory or ineligible former tenant, you need to show you have sustained a tenancy for at least six months before you may be eligible for housing assistance. You can provide:

- Written consent to make enquiries to your landlord or real estate agent about your rental and tenancy history. You can do this by completing the **General Consent to Exchange Information & Authority to Act on Client's Behalf** form.

Note: There are other options for demonstrating that you have sustained a tenancy. For more information see the **Social Housing Eligibility and Allocations** policy supplement.

7. Proof of property ownership

Provide the following for each person on your application who owns (or part owns) property:

- Completed *Details of Land or Property Ownership* form (for a property in Australia and/or overseas)

Note: You will be required to attach additional documents with this form to demonstrate the percentage ownership, the value and any income received from the property. The documents you need to provide are outlined on the form.

8. Proof of income

Provide at least one from this list for each type of income received by each person on your application aged 18 years and over.

Note: If you or your partner are under 18 years of age you must also provide this proof. Proof of income can be no more than 2 weeks old from the date it is given to the social housing provider, unless otherwise stated. For people receiving income from more than one source, evidence must be provided for each type of income and over the same period of time (e.g. last 4 weeks of payslips and last 4 weeks of Centrelink payments).

For an income from Centrelink, you can provide:

- Centrelink Income Statement, or
- if applying through Homes NSW you can sign an Income Confirmation Scheme (ICS) Consent Authority (see the **Application for Housing Assistance** form). This will allow Homes NSW to confirm your payment directly with Centrelink, or
- if applying through a community housing provider use the provider's income confirmation consent form to allow the provider to directly confirm your payments with Centrelink.

Note: An Income Confirmation Scheme (ICS) Consent Authority or a Centrelink Income Statement can be used as proof for all types of income declared to Centrelink.

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

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

For income from employment, you can provide:

- **Employment Income Details** form that has been completed by your employer, or
- last four payslips, or
- payslip confirming your start date if you have only just started working, or
- letter from your employer.

Note: These documents need to include your employer's name and address, employment start date and end date (if applicable), the pay period start and end date, how much you got paid (including all deductions, allowances, salary sacrifices or fringe benefits and the number of days without pay if applicable).

For income from your own business, you can provide:

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

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

- letter or statement from an overseas government detailing the amount you receive
 - letter or statement from Work Cover or insurance company detailing the amount you receive
 - letter or statement from an investment organisation providing details of the dividend you receive
 - completed **Details of Land and Property Ownership (DH3013)** form - see item 7
 - letter from a university or other organisation in relation to the value of prizes, scholarships or study grants received
 - letter from any other organisation or income provider (not listed above) detailing the type of income and amount.
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9. Proof of savings/financial assets

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

Note: For people who own more than one financial asset, evidence must be provided to show the value of each type of financial asset. If you or your partner are under 18 years of age you must also provide this proof.

- bank statement or savings passbook from your bank showing the last four weeks of transactions
- ATM mini statements showing the last 4 weeks of transactions and the related ATM card
- records from the last 12 months of any cash, shares or term deposits (e.g. share certificates or securities).

10. Proof of regular child support payments

Provide one from this list for each person on your application who makes regular child support payments (maintenance or in-kind) payments:

- letter from the Services Australia about the amount and frequency of the payments made (this may include in-kind payments which is support provided in a form other than money, but that has an agreed value and frequency)
- Income Confirmation Scheme (ICS) Consent Authority or a Centrelink Income Statement that shows the child support deduction
- Statutory Declaration validated and signed by both parties.

Note: Payments made for child support are deducted from your income when we assess your eligibility. If you pay child support through a private arrangement please contact your nearest Housing Pathways social housing provider about the type of evidence you should provide.

11. Proof of ongoing expenses due to disability, medical condition or permanent injury

Provide at least one from this list for each person on your application who has ongoing expenses due to a medical condition or disability (after any rebate from Medicare or private health insurance has been applied).

Note: It is important that you provide this information 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.

- Income Confirmation Scheme (ICS) Consent Authority or a Centrelink Income Statement confirming receipt of a Disability Support Pension
- receipts or statements that show any ongoing expenses or specific equipment relating to the medical condition or disability
- statement from a fee-for-service carer or organisation
- invoices from a health professional (e.g. 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
- prescription record form
- Safety Net Entitlement Card
- Safety Net Concession Card.

12. Documents that show your household is expecting a baby

Provide one from this list:

- letter or medical certificate from a doctor confirming the pregnancy and the expected date of birth
- antenatal clinic book from the health service providing care during the pregnancy, with the baby's expected date of birth
- letter from an adoption agency advising of the expected date of adoption of an unborn child.

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

Provide all applicable 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 (e.g. 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 a government agency such as Community Services NSW
- documents from a support organisation such as the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
- 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
- letter from a boarding/guest house, caravan park or other accommodation provider
- **Housing Statement or Statutory Declaration** form completed by a family or friend providing current accommodation that outlines reasons why they cannot provide you with longer term accommodation.

14. Documents that show your current accommodation is unsuitable, unhealthy or unsafe

Provide all applicable from this list that are relevant:

- report or letter from a medical specialist, psychiatrist or general practitioner
- report or letter from a 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 a government agency such as Community Services NSW
- 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 (e.g. Family Court papers, Apprehended Violence Order, etc)
- **Housing Statement or Statutory Declaration** form completed by family members explaining the reasons why your household is unable to live together.

Evidence to show overcrowding

- Official Certificate of Marriage (not ceremonial or commemorative certificate), or
- legal documents confirming family reunion, placement of children or custody of children, or
- report or letter from a support agency confirming severe behavioural problems.

Evidence to show severe overcrowding

- lease agreement if renting privately, or
- Centrelink Income Statement showing the number of dependent children, or
- proof of address for each person living with you (e.g. driver's licence, mobile phone bill or Centrelink Income Statement).

Evidence to show that your current property is not able to provide safe and secure accommodation to have a child returned from out-of-home care, or to help prevent children from entering out-of-home care.

- written correspondence from a Community Services NSW staff member
- report or letter from Corrective Services NSW or a social worker
- notices from court.

Evidence to show family break-up

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

Evidence to show substandard property conditions

- property condition report, or
- advice from local Council stating the property is in a substandard condition, or
- advice from a tenancy advocacy service or action taken against the landlord in the NSW Civil and Administrative Tribunal (NCAT), or
- **Medical Assessment** form detailing why the accommodation is substandard, and how this affects a medical condition or disability, or
- photographs of the property* (must be provided with further evidence)
- Statutory Declaration
- letter from a support worker or advocate.

Evidence to show property has a lack of essential facilities

- property condition report, or
- advice from a tenancy advocacy service or action taken against the landlord in the NSW Civil and Administrative Tribunal (NCAT), or
- letter from a support worker or advocate confirming property has a lack of essential facilities, and what these facilities are (e.g. no electricity, no hot water, etc)
- photographs of the property* (must be provided with further evidence)
- Statutory Declaration.

Note: Please refer to the Shared Facilities policy

15. Documents that support your experience of violence or risk of harm

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 all applicable from this list that are relevant:

- police reports or statements
- Apprehended Violence Order
- granted a refugee 'Woman at risk' visa (subclass 204). As your circumstances may have changed since the visa issue date, housing providers may require additional supporting documentation showing how you remain at risk
- request for assistance from a government agency
- notices from court or a letter from a solicitor
- *Medical Assessment* form completed by a health professional confirming your situation
- letter or report from a doctor, health professional, social worker, migrant resource service, a recognised domestic violence service, refuge or other support agency worker
- *Statutory Declaration* form completed by a third party such as a relative, friend, neighbour or local clergy.

A child in your care is at risk

Provide any from this list that are relevant:

- report or letter from Community Services NSW or Corrective Services NSW report or letter from a social worker
- notices from court
- report or letter from a community support agency such as a refuge, community centre or neighbourhood centre worker
- report or assessment from a medical practitioner or health professional (including a mental health case manager)
- report or letter from a school Principal or school Counsellor.

Harassment from another person

Provide any from this list that are relevant:

- report from a mediation session with a Community Justice Centre or a recognised mediation service
- report or letter 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
- completed **Serious Incident Diary** form available at www.facs.nsw.gov.au, if you are a public housing tenant
- **Statutory Declaration** form completed by neighbours substantiating the harassment.

16. Proof of disability or ongoing medical condition

Provide all applicable from this list for each person on your application with a disability or ongoing medical condition:

- 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.
- A Housing Needs Assessment from an occupational therapist, detailing the client's ongoing medical or disability condition and the impact it has on housing need.
- A 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.
- An **Independent Living Skills Assessment** form completed by a health professional or support provider if required.

17. Documents that show the need to access a specific service or school

Provide the following for each person on your application who requires access to a specific service or school:

- Letter of confirmation from the specific service or school describing the services/facilities required, how often they are required and whether they can be accessed in another area.

18. Proof of ongoing support from an organisation, program or a person

Provide all applicable from this list for each person on your application who requires ongoing support.

Note: The documents need to detail the type and frequency of support provided and whether it can be accessed in another area.

- referral package or Independent Support Plan (ISP) from Partnership Facilitation Group (PFG) or DefenceCare
- National Disability Insurance Scheme (NDIS) Support Plan
- letter from a support service/program provided by an organisation or government agency (e.g. the Brain Injury Rehabilitation Program, Transition to Work Program, Community Participation Program, etc), or
- letter from the family member or person providing you support, and/or
- written consent to contact your support provider:
 - completed **Consent to Exchange Information between a Social Housing Provider and Support Workers** form if you receive support from an organisation or a program
 - completed **General Consent to Exchange Information & Authority to Act on Client's Behalf** form if you receive support from a person.

For more information see the **Consent Forms from Other Agencies** checklist

If support is received from one of the following services, you may be eligible for a longer lease (if housed in public housing):

- 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.

For more information see the **Types and Length of Lease** policy at www.facs.nsw.gov.au

19. Proof of management by a public or private guardian

Provide one from this list for each person on your application who is managed by a public or private guardian:

- letter of confirmation from the private guardian
- Guardianship order from the NSW Trustee and Guardian or Public Guardian
- written consent to contact your guardian by completing the **General Consent to Exchange Information & Authority to Act on Client's Behalf** form.

20. Proof of Mobility or Carer Allowance

Provide the following if someone on your application receives a Mobility or Carer allowance:

- Income Confirmation Scheme (ICS) Consent Authority or a Centrelink Income Statement confirming receipt of the Mobility or Carer Allowance.

Note: You may be eligible for a longer lease (if housed in public housing). For more information see the **Types and Length of Lease** policy at www.facs.nsw.gov.au.

21. Proof that a carer receives the Carer Payment or Allowance

Provide one from this list for each person on your application who receives support from a carer who gets the Centrelink Carer Payment or Allowance:

- Income Confirmation Scheme (ICS) Consent Authority or a Centrelink Income Statement confirming receipt of the Carer Payment or Carer Allowance.

22. Proof of special housing requirements

Provide all applicable from this list that apply:

- **Medical Assessment** form completed by a relevant health professional such as a doctor, specialist, occupational therapist or psychiatrist
- Housing Needs Assessment from an occupational therapist, detailing the specific type of home modifications (disability) required to meet the client's medical or disability needs
- letter or report from a health professional, health care worker (such as a community nurse or mental health worker), community worker or a support agency detailing any special housing requirements such as:
 - any difficulty climbing stairs and the number of steps that can be managed
 - the need for ground floor accommodation or level access
 - the need to live in a high demand allocation zone or in a specific area
 - the need for an extra bedroom due to medical reasons or family care arrangements
 - reasons why you can't live in a studio or high rise property.

For more information about demonstrating these and other special housing requirements see the **Social Housing Eligibility and Allocations** policy supplement.

- letter from the Stolen Generations Reparations Scheme confirming a successful reparation claim
- letter from a Stolen Generations Organisation acknowledging you as a Stolen Generations Survivor
- letter from the National Redress Scheme confirming a successful redress claim
- letter confirming a civil compensation payment in relation to institutional child sexual abuse.

Note: Evidence in relation to someone being a Stolen Generation survivor and/or survivor of institutional sexual abuse does not expire and is exempt from the requirement for evidence to be no older than 3 months old.

- proof that you have a carer - see item 21
- letter or report from a government agency detailing why you have special housing requirements and what these needs are
- Family Court order or letter regarding access to children or shared custody arrangement
- proof that you have special housing requirements to help a child to exit out-of-home care, or to prevent children from entering out-of-home Care - see item 14
- part payment of Family Tax Benefit A and B (for weekend access or shared custody of children)
- custody or access papers or confirmation of lodgement of an application for custody/access
- **Statutory Declaration** form completed by either parent
- formal or informal carer documentation - see item 28
- report or letter from a school Principal or school Counsellor detailing special housing requirements due to a child or young person at risk and what these needs are.

23. Proof that you are unable to find accommodation

If you have not been able to find alternate accommodation that is affordable based on your household income, you will need to explain the reasons why you have not been successful.

Note: For more information about your rental affordability see the **Rentstart Assistance** policy.

Provide any from this list that apply:

- income and assets evidence
- Centrelink Income Statement showing number of people in your family (for large families)
- Housing Needs Assessment from an occupational therapist detailing your medical condition or disability and the special housing requirements needed in a property, 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
- **Independent Living Skills Assessment** form completed by a health professional or support provider
- proof of ongoing expenses due to disability, medical condition or permanent injury - see item 11
- Statutory Declaration
- evidence of inability to obtain private rental accommodation - Provide an example e.g Disability and Medical evidence.

24. Proof of employment in another location

Provide all applicable from this list if you or your partner are employed in another location:

- letter from your employer confirming:
 - your offer of work and the location of the job, or
 - the change of location of your job, or
 - permanent employment and number of hours to be worked, or
 - loss of employment if unable to relocate/change location.
 - payslips or other documents that show the location of the job and that you are employed there
 - **Income from Employment** form completed by your employer.
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25. Proof you require a Transfer for compassionate reasons

Provide all applicable from this list:

- 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 (e.g. a specialist educational service, a cultural support service, a family support service, a rehabilitation service or a counselling service).
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26. Documents that show your need for emergency temporary accommodation

Provide all applicable from this list to show why you need emergency temporary accommodation:

- letter from a welfare agency, community organisation or a support service such as a refuge or the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
 - Apprehended Violence Order (AVO) or other documents that support your experience of violence or risk of harm to a child in your care - see item 15
 - request for assistance from Community Services NSW
 - request for temporary housing assistance from a welfare agency during a state emergency.
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27. Proof that you are part of the household - to support your application for Recognition as a Tenant

Note: This applies to public housing and Aboriginal Housing Office tenancies only.

You will need to show you are part of the household if you are not on the rental subsidy or a declared household member, you could provide:

- verification of your residential address - see item 2, or
- if you are the formal or informal carer of the children or young persons of the household - see item 28.

If you are a spouse or de facto partner you will need to show your relationship with the tenant, you could provide:

- Official Certificate of Marriage (not ceremonial or commemorative certificate), or
- joint account information (e.g. bank, loans, electricity, insurance or hire purchase agreements), or
- Centrelink Income Statement if you receive a partnered payment.

If you are not currently living in the property, or if you have not lived there for two years or from the start of the tenancy, you could provide:

- letter or report from a relevant support provider detailing the reasons why you are not currently living in the property or the period of time you have been absent, or
- completed **Housing Statement or Statutory Declaration** form detailing why you are not currently living in the property or the period of time you have been absent.

28. Proof that you are a formal or informal carer of the children or young persons of the household to support your application for Recognition as a Tenant

Note: This applies to public housing and Aboriginal Housing Office tenancies only.

To show you are a formal carer, you will need to provide:

- confirmation of placement documentation from Community Services NSW, or
- Family Law Court orders, or
- a Will which indicates you are the guardian.

To show you are an informal carer, you will need to provide:

- NSW Statutory Declaration for Informal Relative Caregivers. You can download this form from the website at <http://www.lawaccess.nsw.gov.au>, and
- evidence to support that you have day-to-day responsibility of the children or young persons of the household, including but not limited to:
 - Centrelink confirmation of family payments, or
 - confirmation of care arrangements from close family friends or relatives in the form of statutory declarations, or
 - confirmation from professional members of the community who have regular contact with the family, such as teachers, Police, Ministers of religion, accountants, lawyers or doctors.

29. Documents that show why you are applying for Recognition as a Tenant

Note: This applies to public housing and Aboriginal Housing Office tenancies only.

You will need to show that the tenant has left or will be leaving the property, you could provide:

- Death certificate, or
- letter or report from a relevant health professional such as a doctor, specialist or psychiatrist, explaining that the tenant is unable to remain in the property and date of return (if known), or
- letter from a nursing home, hospital, rehabilitation program or institutionalised care detailing admission date and discharge date (if known), or
- letter or report from court, gaol or probation and parole providing details of sentencing or date of incarceration and estimated release date (if known), or

To be eligible for recognition as a tenant, the existing tenant or their estate must have relinquished their tenancy in writing. If this has not been done you could provide:

- **Relinquishment of Tenancy Consent** form completed and signed by the tenant, or their legally appointed guardian or the executor of their estate, or
- letter consenting to the relinquishment of the tenancy signed by the tenant, or their legally appointed guardian or the executor of their estate. You can use the **Relinquishment of Tenancy Consent** form on www.facs.nsw.gov.au as a guide to the information that needs to be included in the letter.

30. Documents that support your application for Recognition as a Tenant if you are of Aboriginal or Torres Strait Islander descent

Note: This applies to public housing and Aboriginal Housing Office tenancies only.

You will need to show confirmation of your Aboriginal or Torres Strait Islander descent - see item 3.

If you are not living in the property you will need to show your relationship with the tenant and the property or the area, you could provide:

- Birth certificate, or
- confirmation from community elders, or
- any documents that show a long-term association with the property and the area (e.g. previous bills, etc).