Rent Setting Policy

**Housing and Tenancy Management - South Australia**

Document Owner

**2**

Version

29/06/2024

Next Review Date

29/06/2021

Published Date

[Review Period]

Review Period

**Purpose**

The purpose of this policy is to outline how rent is set and how the rent subsidy is calculated for properties in our social housing portfolio in South Australia.

**Scope**

This policy applies to the following entities within the Housing Choices Australia Group:

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Abbreviation** | **ACN** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Housing Choices South Australia Limited | HCSAL | 122 807 130 |
|  |  |  |
|  |  |  |

# Scheduled Review

The Housing Services Manager is responsible for reviewing process and reporting non compliances.

# Policy Statement

Through this policy, Housing Choices South Australia aims to ensure rent is set in a manner that:

1. is fair and transparent;

2. ensures our housing is affordable to people on low and moderate incomes;

3. is in accordance with the Residential Tenancies Act 1995;

4. is compliant with contractual requirements and agreements we hold with relevant bodies;

5. meets our financial obligations and maintain our financial viability to continue to provide affordable homes in neighbourhoods that support life opportunities;

As a starting point, HCSA charges market rent for properties. The market rent is based on either

1. independent property valuations and/or

2. data obtained from Data.SA South Australian Government Data Directory https://data.sa.gov.au/data/dataset/private-rent-report. This report lists median rent prices for various suburbs according to type and bedroom size.

3. Valuer General’s recommended property valuations and median rents issued by SA Housing Authority in July yearly.

Market Rent is the maximum amount of rent that can be charged for a property

# Heading 1

## Definitions

**Market Rent** is the maximum amount that can be charged for a property. This is the amount of rent charged and is the same as if the property was in the private rental market. Generally, Market Rent is reviewed annually. Community Housing Market Rent is set at 74.9% of the market rent. Government Transferred property can have a market rent set at 100%.

**Subsidised Rent** is based on the household’s total assessable income before tax, and less than the Market Rent.

**Assessed Income Subsidy**

This method takes into account the income and assets of the tenant and their household members aged 18 or over. This includes Commonwealth Rent Assistance (CRA). The rent subsidy is calculated as the dollar amount of difference between market rent and the relevant percentage of an individual or household income. It is calculated as follows:

* 25% or 30% of an individual/household gross primary income dependent on the property program; plus
* 15% of family tax benefit income (including maintenance payments); plus
* 100% Commonwealth Rent Assistance (if eligible).

25% or 30% of a household primary income is determined by the contractual and/or financial obligations of the property program. Applicants and residents will be provided with this information at the offer of tenancy, prior to the commencement of the tenancy and during annual rent reviews.

If the subsidised rent calculated using the Assessed Income Subsidy method is higher than the market rent, the subsidised rent will be capped at market rent amount.

## What Income is assessed and what information is needed to make an application for rent subsidy

HCSA refers to the [SA Housing Authority Rent Policy](https://www.housing.sa.gov.au/about-us/policies/rent-policy) *and* [SA Housing Authority Community Housing Rent Policy](https://www.sa.gov.au/__data/assets/pdf_file/0004/212566/Community-housing-rent-policy-2019.pdf)

* income types and assets assessed
* information required to complete an assessment.

Tenants can provide authority for HCSA to access their income details using the Income Confirmation Scheme for all Centrelink income support type payments. Tenants and household members can give their authority to access their income details in line with the Centrelink eService Terms and Conditions Policy by completing the ***Centrelink Authorisation Form*.** Tenants who have provided access to their income details via Centrelink eService do not need to send income documentation (unless otherwise advised) but are required to complete a *Household Occupant and Rental Subsidy Form*.

When residents are self-employed, HCSA applies the following requirements regarding the income documentation to assess the rent subsidy:

* Proof of income of self-employed residents needs to be in the form of a 13 weeks Business profit and loss statement certified by an accountant or accompanied by a statutory declaration if the resident does not currently have an accountant.
* The assessable income of self-employed residents is determined by taking the gross income less the business deductions allowable for rent setting purposes as specified on ***Self-Employment – Allowable Deductions*** document.
* Where the self-employed resident's income results in the income being below the standard rate of Newstart Allowance, then the income will be assessed at the current Newstart Allowance rate.

### What happens if a tenant does not provide the required income documents?

If a tenant fails to complete an *Household Occupant and Rental Subsidy Form* and/or fails to provide all documentation required to assess the tenant and household income by the relevant due date, the rent will be increased to the market rentwith aneffective date of at least 14 days following the first letter notifying the tenant of the increase of market rent.

The tenant can apply for their income to be reviewed up to four weeks after the rent increase date and be eligible for the rent to be reduced effective the increase date. Requests submitted after four weeks will require Team Leader approval to be backdated.

Market rent will continue to be charged until all the required documentation is provided, even if the tenant’s application results in being eligible for a rent subsidy.

### When is the rent set and reviewed?

The rent subsidy and the subsidised rent is calculated at the time of an offer of housing and is reviewed:

1. Annually for Community Housing tenancies

2. Twice yearly for ROSAS tenancies;

3. Where the household incomes increase by more than $20.00 per week.

At the time of the annual rent subsidy review, HCSA will write to the tenant advising of the initiation of the review process. A letter, including a Notice of Rent Increase to the Market Rent and Household Occupant and Rental Subsidy Form, will be posted a minimum of 60 days plus postage before the rent is due to increase.

HCSA requires tenants and their household members to provide the following, within 14 days:

• A duly completed Household Occupant and Rental Subsidy Form; and

• Relevant income documentation for the tenant and the household members aged 18 years old or over.

### What happens if income changes?

When a household income changes by more than $20.00 per week between annual rent reviews or at the time of the annual rent review, the assistance we can offer a resident is dependent upon the financial and/or contractual requirements of the property program.

Household members with fluctuating incomes can have a new rent assessment undertaken each quarter. A minimum of 13 weeks income evidence is required before a re-assessment can be undertaken. The calculated Rent Subsidy remains valid for a period equivalent to the period the income was assessed.

### What if the Assessable Income Decreases?

When a household’s income decreases, they are required to complete a new Household Occupant and Rental Subsidy Form and to provide the required documentation related to tenant and their household members income, within 14 days of the change in the individual/household income. On receipt of the Household Occupant and Rental Subsidy Form with the required documentation related to tenant and household income HCSA will:

1. Refer to the relevant Property Program and the financial or contractual requirements;

2. Calculate the rent subsidy and advise the tenant of any change to rent subsidy

3. Apply any new subsidised rent effective from the date the income changed, providing the tenant has applied and returned all the documentation within 14 days of the change in the individual/household income.

If HCSA is notified later than 14 days of the change in the individual/household income, the change in the subsidised rent will be effective from the date the application was completed and all required documentation received.

### What if the Assessable Income Increases?

If a tenant’s household income increases, they are required to complete a new Household Occupant and Rental Subsidy Form and to provide the required documentation information related to tenant and household income within 14 days of the change in the individual/household income. On receipt of the Household Occupant and Rental Subsidy Form with the required documentation related to tenant and household income, HCSA will:

1. Refer to the relevant Property Program and the financial or contractual requirements;

2. Calculate the rent subsidy and advise the tenant of any change to rent subsidy

3. Apply the new subsidised rent effective on the rent charge cycle following the next rental charge 14 days from the receipt of the Household Occupant and Rental Subsidy Form.

If a tenant notifies HCSA later than 14 days from the date of change in the assessable household income, we will attempt to discuss with the tenant to understand their circumstances and any reason of not being able to inform us of their change in income.

Consideration will be given to increase the rent subsidy from the date of change of assessable income or from the next rent charge.

### Centrelink penalties and income entitlement

HCSA calculates the rent subsidy based on the full Centrelink entitlement for each household member regardless whether they are in receipt of that income or not. This includes entitlement to Commonwealth Rent Assistance.

It is the tenant’s responsibility to ensure that all individuals within the household are in receipt of accurate and correct payments. HCSA can support tenants via referral services to assist with this.

### How is Commonwealth Rental Assistance calculated

The Services Australia (formally known as Department of Social Services) determines the entitlement to and the value of Commonwealth Rent Assistance. For further information regarding Commonwealth Rent Assistance, please refer to www.servicesaustralia.gov.au. HCSA calculates Commonwealth Rent Assistance up to the maximum amounts by using the following method;

Commonwealth Rent Assistance = (Income Based Rent - Threshold) x 75%/25%.

### What is capping?

Household rent may increase as a result of Market Rent increases or Community Housing Rent policy changes. The rent reforms implemented in October 2012 are an example of a policy change. Capping is used in these circumstances to minimise the impact on tenants by introducing increases slowly.

For instance, where a resident is receiving a Disability Support Pension, and payments increase substantially, resulting in the rent payable to increase by more than $10 per week, capping will apply.

Which tenants are eligible for capping?

Capping applies only to existing tenants whose rents are set to increase by more than $10 per week as a result of policy changes, or an increase in Market Rent. Capping does not apply to:

* new Community Housing tenancies entered into after a policy or Market Rent change
* rent decreases resulting from a policy change (these are passed on in full).

### Moderate rent reforms

Currently, community housing general tenants pay subsidised rent based on 25% of the tenant’s total assessable household income before tax.  From 1 July 2021, if a tenant has a [moderate household income](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.housing.sa.gov.au%2Fabout-us%2Fpolicies%2Fmoderate-rent-limits&data=04%7C01%7Clana.johnson%40hcau.org.au%7C561f57b10ad946f6b86708d90f8171a7%7Cf7de8a06160f44b893828095d1ba8b0d%7C0%7C0%7C637557870907428409%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=oFO9APWKRDTVZ8lnTf9hzXVZCNhVKccwFEbAmtqnyCI%3D&reserved=0), their subsidised rent will gradually increase from 25% to 30% of their [total assessable household income before tax.](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.housing.sa.gov.au%2Fabout-us%2Fpolicies%2Fassessable-types-of-income&data=04%7C01%7Clana.johnson%40hcau.org.au%7C561f57b10ad946f6b86708d90f8171a7%7Cf7de8a06160f44b893828095d1ba8b0d%7C0%7C0%7C637557870907438404%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=vWObXR4pt6w55SMMi59yZywpXjNFqQcEk6tbNvc9ubk%3D&reserved=0)

Section 55 of the Residential Tenancies Act 1995 requires that households receive 60 days’ notice of a change in the basis for determining rent charged.  The information and links in this bulletin may help community housing providers [explain the changes to tenants.](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sa.gov.au%2Ftopics%2Fhousing%2Fpublic-and-community-housing%2Ftenants%2Frent-water-and-other-charges%2Frent-in-public-housing&data=04%7C01%7Clana.johnson%40hcau.org.au%7C561f57b10ad946f6b86708d90f8171a7%7Cf7de8a06160f44b893828095d1ba8b0d%7C0%7C0%7C637557870907448397%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=6eHBfzycQmn%2BFXQgmVBZAtWweT%2FkbPCFhmHC52K72dk%3D&reserved=0)

**Who does moderate rent apply to?**

A tenant has a moderate household income if they meet both the below conditions:

* their total assessable household income before tax is equal to or more than the [moderate rent limits](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.housing.sa.gov.au%2Fabout-us%2Fpolicies%2Fmoderate-rent-limits&data=04%7C01%7Clana.johnson%40hcau.org.au%7C561f57b10ad946f6b86708d90f8171a7%7Cf7de8a06160f44b893828095d1ba8b0d%7C0%7C0%7C637557870907448397%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=rvYA4s87%2FGQkCqAtc4WTajmDUV%2BssEDyg3X%2BNJedxt8%3D&reserved=0)
* they or their partner don’t receive an [income support payment](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.housing.sa.gov.au%2Fabout-us%2Fpolicies%2Fmoderate-rent-limits&data=04%7C01%7Clana.johnson%40hcau.org.au%7C561f57b10ad946f6b86708d90f8171a7%7Cf7de8a06160f44b893828095d1ba8b0d%7C0%7C0%7C637557870907458395%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=ArqXMdpsUloWYbfig2oq1PhMFV8oTEgnQo8snFxPLH8%3D&reserved=0) from Centrelink or Department of Veteran’s Affairs, for example JobSeeker, Age Pension.

From 1 July 2021 the moderate rent limits will be:

|  |  |
| --- | --- |
| Household type | Moderate household income limits per week |
| 1 adult | $715.05 |
| 1 adult, 1 child | $873.95 |
| 1 adult, 2 children | $1032.85 |
| 2 adults | $1112.30 |
| 2 adults, 1 child | $1271.20 |
| 2 adults, 2 children | $1430.10 |

The moderate rent limits increase by:

* $397.25 per week for each additional adult
* $158.90 per week for each additional child
* An adult is someone aged 18 and over. A child is someone aged 17 or younger.

These amounts are reviewed twice a year in line with Australian Bureau of Statistics data updates.

**When do the changes take effect?**

The change will be implemented slowly to reduce the impact on affected tenants.

If a tenant is affected by the change, their rent will increase by 1% of the household’s total assessable income before tax twice a year in line with subsidised rent reviews from July 2021 to late 2023 (this means that for most tenants, the first change will be at the September/October 2021 rent review).

Increases occur until the percentage of total assessable household income before tax used to calculate subsidised rent is 30%.

|  |  |
| --- | --- |
| Assessment rate dates | Percentage of assessable income |
| Current | 25%  |
| From July 2021    | 26%  |
| From mid 2022    | 27%  |
| From late 2022    | 28%  |
| From mid 2023    | 29%  |
| From late 2023    | 30%  |

# What happens if the tenant’s household income changes?

If the tenant’s household income changes and it’s less than the moderate rent limits, their rent is assessed at 25% of their total assessable household income before tax.

If the tenant’s household income changes and it’s equal to or more than the moderate rent limits, their rent is assessed at the moderate rent rate that applied at the most recent increase.

If the tenant is no longer eligible for subsidised rent, they’re charged market rent.

**Further information at:**

* [www.sa.gov.au/housing/rentchanges](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sa.gov.au%2Fhousing%2Frentchanges&data=04%7C01%7Clana.johnson%40hcau.org.au%7C561f57b10ad946f6b86708d90f8171a7%7Cf7de8a06160f44b893828095d1ba8b0d%7C0%7C0%7C637557870907458395%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=gjqdMR7DQlXFhMQBBxXEiqobfd2gK1sUPbsxcvcpDfA%3D&reserved=0) (see under Households with a moderate income)
* [www.housing.sa.gov.au/about-us/policies/moderate-rent-limits](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.housing.sa.gov.au%2Fabout-us%2Fpolicies%2Fmoderate-rent-limits&data=04%7C01%7Clana.johnson%40hcau.org.au%7C561f57b10ad946f6b86708d90f8171a7%7Cf7de8a06160f44b893828095d1ba8b0d%7C0%7C0%7C637557870907468389%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=NWcj4zYJRB25uujndr5sEZSlf0u4edxtNLfJw%2BODnsE%3D&reserved=0) (this includes a list of income support payments, and how moderate rent limits are calculated).
* [www.housing.sa.gov.au/about-us/policies/assessable-types-of-income](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.housing.sa.gov.au%2Fabout-us%2Fpolicies%2Fassessable-types-of-income&data=04%7C01%7Clana.johnson%40hcau.org.au%7C561f57b10ad946f6b86708d90f8171a7%7Cf7de8a06160f44b893828095d1ba8b0d%7C0%7C0%7C637557870907468389%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=kVIZNuHIF5%2BPQIh%2FohQAYtexM3O%2BrFpw2ODNWNK0ZBk%3D&reserved=0)
* [www.housing.sa.gov.au/about-us/policies/income-and-asset-limits](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.housing.sa.gov.au%2Fabout-us%2Fpolicies%2Fincome-and-asset-limits&data=04%7C01%7Clana.johnson%40hcau.org.au%7C561f57b10ad946f6b86708d90f8171a7%7Cf7de8a06160f44b893828095d1ba8b0d%7C0%7C0%7C637557870907478382%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=t3hUMIc6LtJF5Qn0DY2Ca6UAgqjDo%2F9PRPeB6iffPxA%3D&reserved=0)  (the eligibility limits listed will also change from 1 July, so new tenants may be less likely to be eligible for a moderate rent charge).

| **Property Program** | **Additional Information** |
| --- | --- |
| 1**. Community Housing – General Program**Assessed Income Rent ModelSubsidised Rent is calculated as;* 25% of Household income (gross)
* 15% of Family Income Family payments A and B, maintenance payments
* Commonwealth Rent Assistance 100% of the value of entitled Commonwealth Rent Assistance.
 | Market Rent is calculated as 74.9% of independently valued market rent. |
| **2. Community Housing – Supported Program**Assessed Income Rent Model Subsidised Rent is calculated as;* 25% of Household income (gross)
* 15% of Family Income Family payments A and B, maintenance payments
* Commonwealth Rent Assistance 100% of the value of entitled Commonwealth Rent Assistance
 | Market Rent is calculated as 74.9% of independently valued market rent. |
| **3. Community Housing – Affordable Program**Assessed Income Rent ModelSubsidised Rent is calculated as; * 30% of gross Household Income for tenant and all other household occupants in receipt of an independent Income.
* 21% applies where a household is a very low-income household, i.e. earns less than the maximum rent of Newstart Allowance.
* Minimum income provisions may apply for some households.
* 15% Family payments A and B, maintenance payments.
* Commonwealth Rent Assistance 100% of the value of entitled Commonwealth Rent Assistance.
 | Market Rent is calculated as 74.9% of independently valued market rent.Includes NRAS properties. NRAS ongoing eligibility requirements apply. |
| **4. Specialist Disability Accommodation Program**These are properties enrolled with the NDIA as specialist disability accommodation. Reasonable Rent Contribution (RRC) is calculated as; * 25% of Household Income (not to exceed basic rate of DSP)
* Plus: if the participant receives a pension supplement - 25 per cent of the Pension Supplement received;
* Plus: if the participant receives a Youth Disability Supplement - 25 per cent of the Youth Disability Supplement received;
* Commonwealth Rent Assistance 100% of the value of entitled Commonwealth Rent Assistance
 | RRC received for a property will not exceed the Market Rent for that property. |
| 5. ROSAS – Tenancy Type 1Assessed Income Rent Model Subsided Rent is calculated as:* 25% of the tenant’s total assessable household income before tax.
* 15% of Family Income Family payments A and B, maintenance payments
* Any income received by children aged 18 to 20.
* Commonwealth Rent Assistance 100% of the value of entitled Commonwealth Rent Assistance
 | SAHA Determined Market Rent: Market Rent is determined by the Valuer General and communicated by the South Australian Housing Authority in July of each year.HCSA will apply new Market Rent at the September Rent Review.**Very low household income**If the total assessable household income before tax is less than Centrelink’s single Newstart Allowance rate, calculate rent based on 19.5% of the total assessable household income before tax. |
| **6. ROSAS – Tenancy Type** 2As per Tenancy Type 1. |  |
| **7. ROSAS – Tenancy Type 3**See Community Housing – General  |  |
| **8. ROSAS – Tenancy Type 4**Formally Aboriginal Rental Housing Program tenanciesSee ROSAS – Tenancy Type 1 | Exceptions:If the tenant rents Aboriginal housing, anyone in the household aged 16 to 20 is treated as a child in the legal custody or guardianship of the tenant or their partner when calculating rent.Market Rent Increases are applied in $5.00 per week increments each 6 months until market rent is achieved. |

### Rent Subsidy Non-Disclosure/Fraud

Rent subsidy fraud occurs when a tenant deliberately lodges a *Household Occupant and Rental Subsidy Form* that contains a false, incomplete or misleading information. This also includes deliberately failing to notify HCSA regarding changes to assessable household income.

Rent Subsidy Non-Disclosure occurs when a tenant has failed to notify HCSA of any changes to their assessable household income but has not done so deliberately.

If HCSA receive information that a tenant is receiving a rent subsidy that they may not be entitled to, we will investigate to determine if:

The rent subsidy is correct and no further action if required.

* A rent subsidy fraud has occurred, or
* A rent subsidy non-disclosure has occurred, or

HCSA will invite the tenant to attend an appointment at the office to discuss the information received and will undertake an investigation, if required. If HCSA has proven that rental subsidy fraud or rental subsidy non-disclosure has occurred action may include any or all the following:

Cancellation or adjustment of the rent subsidy

Calculate the total amount of subsidy incorrectly received by the tenant and place the accrued debt on the tenant’s ledger for repayment. If the repayment of this debt is being disputed, HCSA will make a General Application to SACAT to seek reinforcement of the debt and a repayment Order of the Tribunal.

In cases if serious and deliberate fraud, HCSA may take formal action to terminate the tenancy.

HCSA will apply procedural fairness when completing investigations. We will ensure that tenants are made aware of the nature of the allegations, of their right to provide evidence to refute any allegations made by HCSA against them and of their right to seek legal support.

# References:

## Standards and legislation

## Related processes



**English:**

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

**Arabic:**

إذا كنت بحاجة إلى مترجم، يرجى الاتصال ﺒ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال ﺒ
**Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا
**9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

**Farsi (alt Persian):**

اگر به مترجم نیاز دارید، لطفا با شماره تلفن تیس نشنال131 450 تماس بگیرید و از آنها بخواهید با
**Housing Choices Australia** به شماره **1300 312 447** تماس بگیرند. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به www.tisnational.gov.au

**Vietnamese:**

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**.

Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

**Somali:**

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

**Simplified Chinese:**

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码： **1300 312 447**。我们的营业 时间是 **9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址： www.tisnational.gov.au

**Traditional Chinese:**

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

**Spanish:**

Si necesita un intérprete, por favor llame a TIS National en el 131 450ypida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

**Italian:**

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d’ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

**For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.**