

Fact Sheet (HPWD) Commonwealth Rent Assistance (CRA)

If you would like support to understand this fact sheet, please let us know.

We can work with you to communicate using a method that best suits you, including interpreter services, sign language, visual aids, or assistive technology.

What is Commonwealth Rent Assistance (CRA)?

Commonwealth Rent Assistance (CRA) is a non-taxable income supplement payable to eligible customers who rent a Community Housing - Specialist Disability Accommodation (SDA) property. CRA is calculated as part of your rent with Hume Housing.

Who can get CRA?

You can get Commonwealth Rent Assistance if you pay rent, and you are getting a Disability Support Pension.

How much CRA can you get?

The amount of CRA you can get depends on how much rent you pay to Hume Housing.

The maximum fortnightly payment is \$145.80.

Centrelink update CRA rates on 20 March and 20 September each year. This is in line with the Consumer Price Index.

How to get CRA?

Please contact Centrelink and advise them of your new **Weekly Rent**. You will need to let Centrelink know that your accommodation is

with Community Housing, and you pay private rent.

1. If you already get a payment

The easiest way to confirm changes to where you live is online.

1. Sign in to myGov and go to **Centrelink**.
2. Select **My Details**.
3. Select either **Update address details**, **Update contact details** or **Update accommodation details** as required.
4. Once you have updated your details Centrelink will give you a summary of the updates. Read the information and make sure it is correct.
5. If all the details are correct, read the declaration. If you understand and agree with the declaration, select **I accept this declaration** then select **Submit**.

If you cannot do it online, you can either:

- use your Express Plus Centrelink mobile app.
- call Centrelink on your regular payment line.
- visit a service centre.

2. Submit your documents

You will need to give Centrelink proof of your rent arrangements to get Rent Assistance.

If you get a Disability Support Pension from Centrelink, they will assess your eligibility when you pay rent and you:

- tell Centrelink you have moved address
- tell Centrelink the rent you pay has changed.

If Centrelink ask you to complete a Rent Certificate or give them a formal tenancy agreement, you can submit them:

- online
- by post
- at a service centre.

3. Wait for the results

After you submit your Rent Certificate or tenancy agreement, Centrelink tell you if you can get Rent Assistance. Centrelink will write to you and let you know either:

- with the results of the other payment, you claimed
- after you have told Centrelink you have moved.

Centrelink let you know the result of your application. Centrelink will send a message to your myGov Inbox.

If you do not get electronic letters, Centrelink will send you a letter in the mail.

If Centrelink need more details, they will ask you for them.

You can track the progress of the main payment you are claiming online. Sign in to myGov and go to **Centrelink**, or use the Express Plus Centrelink mobile app

If you think Centrelink has made a mistake you can ask Centrelink to review their decision.

Link to Services Australia for more information about Commonwealth Rent Assistance.

<https://www.servicesaustralia.gov.au/rent-assistance>