



Housing Australia

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Housing Australia Portal – A How-To-Guide for Applicants

## **How to Register for an Account**

15 January 2024

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# How to Register for an Account

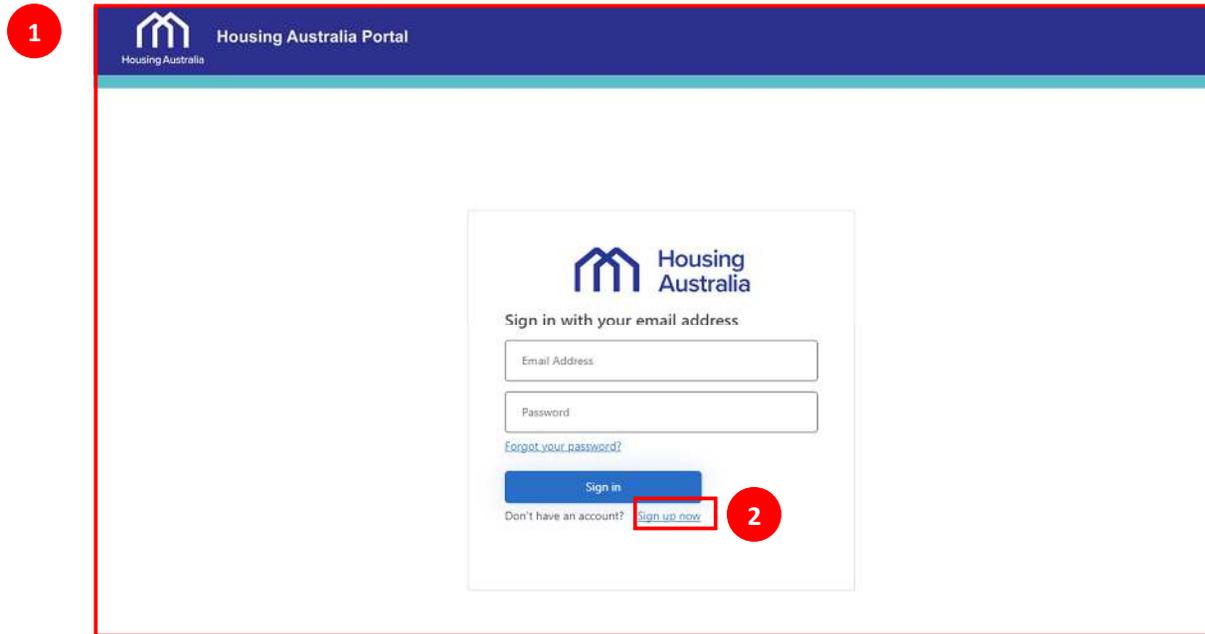
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# How to Register for an Account

## Part 1 Introduction



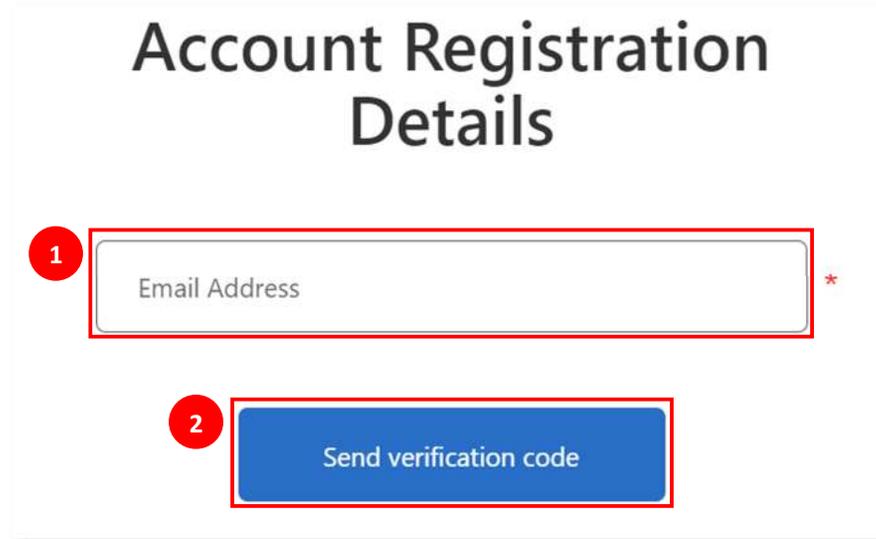
## 1 Accessing the Housing Australia Portal

**TIP: To access the Housing Australia Portal (HAP), you will need an Australian mobile number for multi-factor authentication purposes.**

### Guide

1. Navigate to <https://portal.housingaustralia.gov.au/>
2. Click the “Sign up now” button to register a new account.

## How to Register for an Account



The image shows a registration form titled "Account Registration Details". It contains two main elements: a text input field and a button. The text input field is labeled "Email Address" and has a red asterisk to its right. A red circle with the number "1" is positioned to the left of the input field. Below the input field is a blue button labeled "Send verification code", with a red circle containing the number "2" to its left.

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### 2 Signing up for an account

#### Guide

1. Provide your email address. Your email address will be what you will need to use to log into the Portal.
2. Click the "Send verification code" button.

## How to Register for an Account

A verification code has been sent to your email address.  
Please type or copy the verification into the Verification Code box below.

xxx@gmail.com \*

3 Verification Code \*

4 Verify code 5 Send new code

A screenshot of a web form for account verification. At the top, there is a message: "A verification code has been sent to your email address. Please type or copy the verification into the Verification Code box below." Below this message are two input fields. The first field contains the email address "xxx@gmail.com" and has a red asterisk to its right. The second field is labeled "Verification Code" and has a red asterisk to its right. A red circle with the number "3" is positioned to the left of this field. Below the input fields are two blue buttons: "Verify code" and "Send new code". A red circle with the number "4" is to the left of the "Verify code" button, and a red circle with the number "5" is to the right of the "Send new code" button. The entire form is enclosed in a light gray border.

### Guide

3. Enter the verification code sent to your email address into the "Verification Code" box.
4. Click the "Verify code" button.
5. If you require a new code to be sent to you, click the "Send new code" button.

## How to Register for an Account

The image shows a registration form with four input fields and one button, each highlighted with a red border and a red circle containing a number. The fields are: 'New Password' (step 6), 'Confirm New Password' (step 7), 'First name' (step 8), and 'Last name' (step 9). Each field has a red asterisk to its right. Below the fields is a blue 'Create' button (step 10).

### Guide

6. Enter a new password that is between 8 and 64 characters. Your password must have all of the following:
  - A lowercase letter (a-z)
  - An uppercase letter (A\_Z)
  - A number (0-9)

# How to Register for an Account

## Guide

- A non-alphanumeric character (such as !, #)
7. Confirm your new password.
  8. Provide your first name.
  9. Provide your last name.
  10. Click the “Create” button to create your new account.

# How to Register for an Account

## 2.1 Multi-factor authentication

< Cancel

 Housing Australia

### Multi-factor authentication

Enter a number below that we can send a code via SMS to authenticate you.

1 Country/Region

2 Mobile number

3 Send Code

### Guide

1. Select "Australia (+61)". You will only be permitted to enter an Australian mobile number.

# How to Register for an Account

## Guide

2. Provide your mobile number. To verify you, we will send a code via text message to your phone.
3. Click the "Send Code" button.



Enter your verification code below, or [send a new code](#)

4

5

Verify Code

The image shows a user interface for entering a verification code. At the top, there is a text prompt: "Enter your verification code below, or send a new code". Below this prompt is a large, empty text input field. To the left of this field is a red circle containing the number "4". Below the input field is a light blue button with the text "Verify Code". To the left of this button is a red circle containing the number "5". Both the input field and the button are outlined with a red border.

## Guide

4. Enter the verification code sent to you via text message to your phone.
5. Click the "Verify Code" button.

# How to Register for an Account

## 3 Registration details

### Registration details

To register for an account, complete the details below. You will be notified of the outcome via email.

**About you**

- 1** **First name**  
Profile
- 2** **Last name**  
Name
- 3** **Your role or relationship to the organisation**
- 4** **Email address**  
email.sample687@gmail.com
- 5** **Mobile phone \***  
Provide an Australian mobile number  
Example. +61 455 562 400
- 6** **Work phone**  
Example: 02 80268989

# How to Register for an Account

## Guide

1. Your first name is pre-filled.
2. Your last name is pre-filled
3. Provide details of your role or relationship to the organisation.
4. Your email address is pre-filled
5. Provide your mobile number. This must be an Australia mobile number. Example: +61 455 562 400 and should be the same number you previously provided for multi-factor authentication purposes.
6. Provide your work phone number. Example: 02 80268989.

# How to Register for an Account

**About your organisation**

Enter your ABN and click on the Validate ABN button. Your organisation name will then automatically be completed in the field below. Unless you are registering on behalf of a special purpose vehicle, you must provide a valid ABN to register for an account on the HAP.

**7** **ABN**

**8** **Name of organisation**

**Please select the Entity category of your organisation.**  
For more details see [FAQ: Which entity category should I select?](#) [FAQ: Which entity category should I select?](#)  
Once registered, you can only change the Entity Category for your organisation by calling Technical Support on 02 8925 1800.

**9** **Entity category \***

- CHP
- State or territory
- Local government
- Indigenous housing provider
- ADF-Veterans housing provider
- Special purpose vehicle

## Guide

7. Enter your organisation's Australian Business Number (ABN) and click the "Validate ABN" button. Unless you are registering on behalf of a special purpose vehicle, you must provide a valid ABN to register for an account on the HAP.
8. The "Name of organisation" field is auto-populated from the ABN.

# How to Register for an Account

## Guide

9. Select the entity category of your organisation. For more details on which entity category you should select, click on the FAQ link. Once registered, you can only change the entity category for your organisation by calling Technical Support on 02 8925 1800.

If you are, or will be, a registered CHP, then you should select the CHP entity category unless you are a special purpose vehicle in which case you should select special purpose vehicle as the entity category as we will separately ask you later on whether the special purpose vehicle is, or will be, a registered CHP.

10

**Physical Address**  
Please provide details of your organisation's physical address. Enter and select a street address in the search box below.

**Address search**

**Office, Unit or Level**

**Street 1**

**Street 2**

**Suburb**

**State/Territory**

**Postcode**

# How to Register for an Account

## Guide

10. Search and select your organisation's physical address. Following selection of your organisation's physical address, the address search box will pre-populate the Street, Suburb, State/Territory and Postcode fields.
-

# How to Register for an Account

11

Is the postal address different to the physical address?  
 No  Yes

12

**Postal address**  
Please provide details of your organisation's postal address. Enter and select a street address in the search box below.

**Address search**

**Office, Unit, Level or PO Box number**

**Street 1**

**Street 2**

**Suburb**

**State/Territory**

**Postcode**

# How to Register for an Account

## Guide

11. Select whether the organisation's postal address is different to its physical address.
12. If "Yes" is selected, search and select your organisation's postal address. Following selection of your organisation's postal address, the address search box will pre-populate the Street, Suburb, State/Territory and Postcode fields.

13

Will the applicant be a registered charity under the Australian Charities and Not-For-Profits Commission Act 2012 (Cth)? \*

No  Yes

## Guide

13. If applicable, you will be asked whether your organisation will be a registered charity under the *Australian Charities and Not-For-Profits Commission Act 2012* (Cth).

# How to Register for an Account

## 4 If you have selected the entity category: CHP

**CHP details**

**1** Has the entity obtained registration as a CHP?  
 No  Yes

**2** **Legal form of CHP**  
 Company limited by guarantee  
 Company limited by shares  
 Co-op incorporated association  
 Indigenous entity  
 Other incorporated body

**3** **Primary jurisdiction of registration the CHP is (or will be) registered.**  
 ACT  
 NSW  
 NT  
 QLD  
 SA  
 TAS  
 VIC  
 WA

# How to Register for an Account

## Guide

**Please Note:** If you are (or will be) a CHP, and have selected the Entity Category CHP, you will be asked to complete the CHP details section.

1. Select whether the entity has obtained registration as a CHP.
2. Select the CHP's legal form. This is how a CHP is (or will be) legally established. Registered community housing providers are usually established as a: (1) company limited by guarantee, (2) company limited by shares, (3) co-op incorporated association, (4) Indigenous entity, or (5) Other incorporated body.
3. Select the primary jurisdiction the CHP is (or will be) registered in. Primary jurisdiction is the state or territory which oversees and supervises (or will oversee or supervise) the CHP's activities as a registered community housing provider.

4

**CHP registration tier \***

Tier 1

Tier 2

Tier 3

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**CHP registration tier \***

Housing association

Housing provider

5

**CHP registration number \***

# How to Register for an Account

## Guide

4. Select the CHP's registration tier. This is only required you have indicated the CHP is currently registered. Except in the case of those CHP's registered in WA, you will be required to provide details of the registration tier. If you are registered in VIC, then select from the options 'Housing association' or 'Housing provider.'
5. Provide the CHP's registration number.

# How to Register for an Account

## 5 If you have selected the entity category: Special purpose vehicle (SPV)

The screenshot shows a registration form for a Special Purpose Vehicle (SPV). It is divided into two main sections, each highlighted with a red box and a red circle containing a number. The first section, labeled '1', is titled 'SPV details' and contains a text area with the prompt 'Describe the purpose of the SPV and the role of the SPV \*'. The second section, labeled '2', contains a question: 'Will the special purpose vehicle be a registered community housing provider? \*' with radio button options for 'No' (selected) and 'Yes'. At the bottom of the form is a teal button labeled 'Save and Next'.

### Guide

**Please Note:** If you have selected the entity category “Special purpose vehicle”, you will be asked to complete the SPV details section.

1. Describe the purpose of the SPV and the role of the SPV in the project.
2. Select whether the SPV is, or will be, a registered community housing provider. If “Yes” is selected, you will be asked to provide the CHP details below.

# How to Register for an Account

**CHP details**

**3** Has the entity obtained registration as a CHP?  
 No  Yes

**4** **Legal form of CHP**

- Company limited by guarantee
- Company limited by shares
- Co-op incorporated association
- Indigenous entity
- Other incorporated body

**5** **Primary jurisdiction of registration the CHP is (or will be) registered.**

- ACT
- NSW
- NT
- QLD
- SA
- TAS
- VIC
- WA

## Guide

3. Select whether the entity has obtained registration as a CHP.

# How to Register for an Account

## Guide

- 4. Select the SPV's legal form. This is how the SPV that is or will be a CHP is (or will be) legally established.
- 5. Select the primary jurisdiction the SPV is (or will be) registered as a CHP in. The primary jurisdiction is the state or territory which oversees and supervises (or will oversee or supervise) the CHPs activities as a registered community housing provider.

6

**CHP registration tier \***

- Tier 1
- Tier 2
- Tier 3

---

**CHP registration tier \***

- Housing association
- Housing provider

7

**CHP registration number \***

# How to Register for an Account

## Guide

- 6. Select the CHP registration tier. You will not be required to answer this question if the SPV has yet to be registered as a CHP. If 'ACT,' 'NSW,' 'NT,' 'QLD,' 'SA,' 'TAS' or 'WA' is selected as the primary jurisdiction of registration, then select from the options 'Tier 1', 'Tier 2', or 'Tier 3'. If 'VIC' is selected as the primary jurisdiction of registration, then select from the options 'Housing association' or 'Housing provider.'
- 7. Provide the CHP's registration number.

### Registration details

To register for an account, complete the details below. You will be notified of the outcome via email.

**Details about the members of the SPV**

Please provide details of each member of the special purpose vehicle.

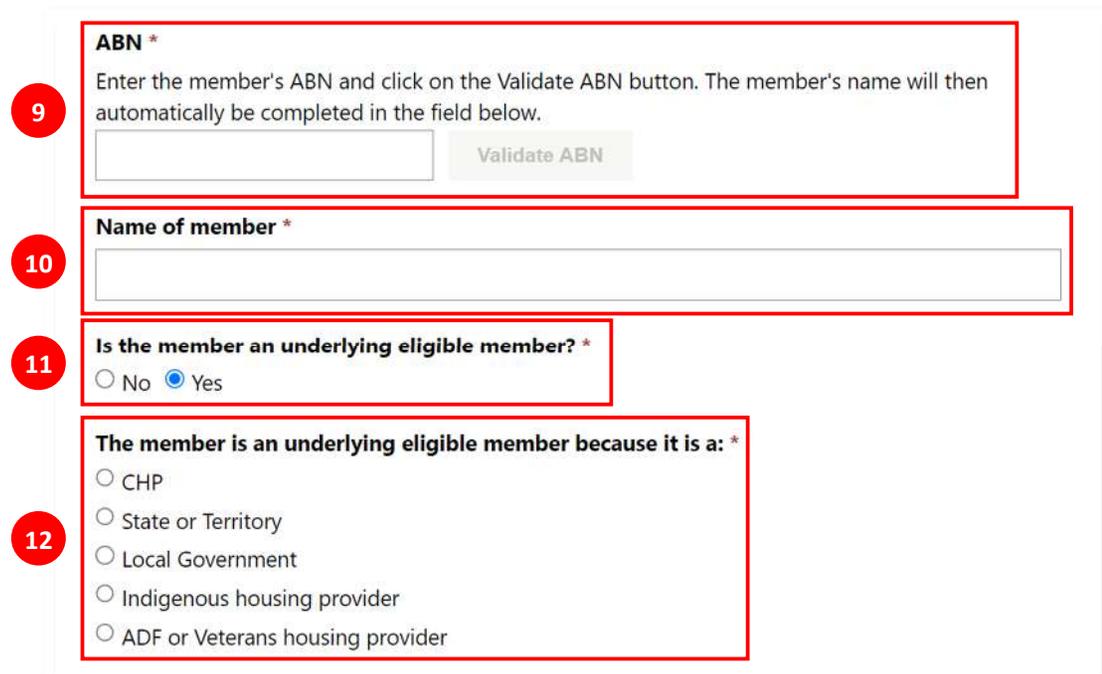
You can add member details by clicking on the Add new member button. You can edit or delete a member by clicking on the   

ABN	Name	Underlying eligible member	Ownership %	Votes %	Relationship to SPV
There are no SPV members to display.					

# How to Register for an Account

## Guide

8. In this section, you will be required to provide details of each member of the SPV. Click the “Add New Member” button to add details. Member details can be edited or deleted by clicking this icon  after members have been added.



**9** **ABN \***  
Enter the member's ABN and click on the Validate ABN button. The member's name will then automatically be completed in the field below.

**10** **Name of member \***

**11** **Is the member an underlying eligible member? \***  
 No  Yes

**12** **The member is an underlying eligible member because it is a: \***  
 CHP  
 State or Territory  
 Local Government  
 Indigenous housing provider  
 ADF or Veterans housing provider

# How to Register for an Account

## Guide

9. Provide the member's ABN into the ABN lookup function.
10. The name of the member is populated from the ABN lookup.
11. Select whether the member is an underlying eligible member. If the Funding Recipient is not a CHP, then at least 1 member of the SPV must be an underlying eligible member under one of our programs. An underlying eligible member is an entity that would be eligible to apply for funding under one of our programs (e.g. CHP, State or Territory, Local Government, Indigenous housing provider or ADF-Veterans housing provider).
12. If the member is an underlying eligible member, select the reason why it is an underlying eligible member.

13 Ownership interest (if any, please specify) \*

14 Voting interest (if any, please specify) \*

15 What is the member's relationship with the SPV? \*

# How to Register for an Account

## Guide

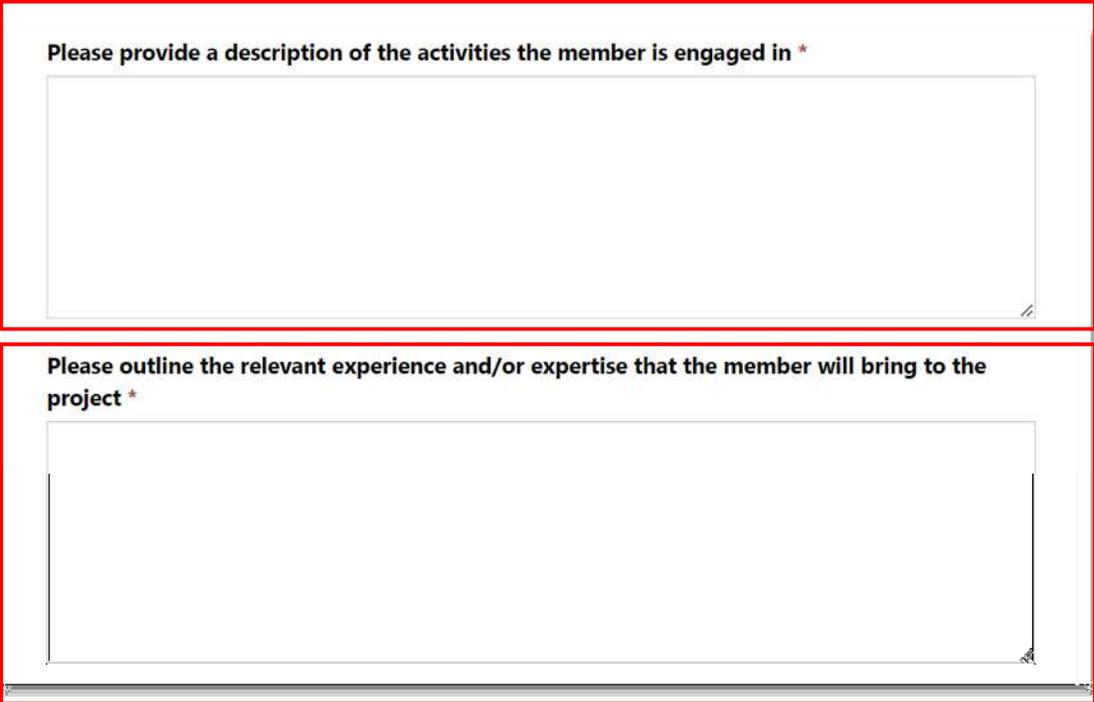
13. If any, provide the SPV member's ownership interest. This means the total % of shares the member owns, or will own, in the SPV. If the member will not own any shares in the SPV, then insert "0".
14. If any, provide the SPV member's voting interest. This means the total % of votes the member will have at any meeting of members of the SPV. If the member will not have any voting interest, then insert "0".
15. Provide what the member's relationship is with the SPV.

16

Please provide a description of the activities the member is engaged in \*

17

Please outline the relevant experience and/or expertise that the member will bring to the project \*

The image shows two red-bordered boxes, each containing a text input field. The top box is labeled '16' and contains the text 'Please provide a description of the activities the member is engaged in \*'. The bottom box is labeled '17' and contains the text 'Please outline the relevant experience and/or expertise that the member will bring to the project \*'. Both boxes are empty, indicating they are input fields for user data.

# How to Register for an Account

## Guide

16. Provide a description of the activities the member is engaged in.
17. Provide an outline of the relevant experience and/or expertise that the member will bring to the project.

### 5.1 Consortium details



1 Is the project being undertaken by a Consortium?

No  Yes

## Guide

**Please Note:** SPVs are often established to undertake projects as part of a Consortium. If you have selected the entity category: Special purpose vehicle, you will be asked if it is part of a Consortium and if so, then to provide the following details about the Consortium.

1. Select whether the project is being undertaken by a Consortium. If 'Yes' is selected, then provide the following details about the Consortium

# How to Register for an Account

Please provide details of each member of the Consortium.

You can add member details by clicking on the Add new member button. You can edit or delete a member by clicking on the 

A Consortium must have at least 2 members.

**Consortium Member details**



ABN	Name	Role
There are no consortium members to display.		

## Guide

**Please Note:** Multiple members can be added by clicking the 'Add new member' button.  
A consortium must have at least 2 members.

2. Click the "Add New Member" button to add Consortium member details. Member details can be edited or deleted by clicking this icon  after members have been added.

# How to Register for an Account

The screenshot shows a registration form with three distinct sections, each highlighted with a red border and a red circle containing a number:

- Step 3:** A section titled "ABN \*" containing a text input field and a "Validate ABN" button. Below the input field is the instruction: "Enter the member's ABN and click on the Validate ABN button. The member's name will then automatically be completed in the field below."
- Step 4:** A section titled "Name of Consortium member \*" containing a single-line text input field.
- Step 5:** A section titled "Describe the member's role in the Consortium \*" containing five radio button options: "CHP", "Private capital arranger", "Builder/developer", "Government", and "Other".

## Guide

3. Provide the Consortium member's ABN into the ABN lookup function.
4. The name of the Consortium member is populated from the ABN lookup.
5. Describe the member's role in the Consortium.

# How to Register for an Account

## 6 Request for approval



The screenshot shows the Housing Australia Portal header with the logo and text "Housing Australia Portal" on the left, and "Profile Name -" on the right. Below the header, a message states: "Your request for access to the HAP is being considered. If you do not receive an email within 2 business days notifying you of the outcome, contact our technical support team on 02 8925 1800."

### Guide

1. Once you have registered your account, your request for access to the HAP will be considered by Housing Australia. If you do not receive an email within 2 business days notifying you of the outcome, contact our technical support team on 02 8925 1800.

## 7 Terms and Conditions



The screenshot shows the Housing Australia Portal header with the logo and text "Housing Australia Portal" on the left, and "Sign in" on the right. Below the header, the text "Housing Australia Portal - Terms and Conditions" is displayed in a large, light blue font.

# How to Register for an Account

## Guide

1. To access the HAP and apply for Housing Australia funding, or manage your funding applications, you must agree to the terms and conditions of using the Housing Australia Portal. You will be asked to agree to the terms and conditions each time you log into the HAP. The full Terms and Conditions are set out below.
-

# How to Register for an Account

## Housing Australia Portal - Terms and Conditions

### 1 About our terms and conditions

These terms and conditions apply to the use of Housing Australia's ("Housing Australia", "we", "us", "our") Portal (HAP). Your registration for and each use of the HAP constitutes acceptance of the HAP Terms and Conditions and you agree to be bound by them and any applicable instructions, processes, procedures and recommendations as advised by Housing Australia.

These HAP Terms and Conditions apply to you as a user of the HAP on behalf of the entity identified in your registration (Applicant). You represent and warrant that the Applicant understands and agrees to these HAP Terms and Conditions.

Before continuing, you should read these terms and conditions as they form a binding agreement between you (as a registered user and on behalf of the Applicant) and Housing Australia regarding the use of the HAP. We reserve the right to amend our terms and conditions from time to time. Such amendments will be effective once they are published on the HAP, and you and the Applicant will be bound by them by continuing to use the HAP.

### 2 Registration is required to access the HAP

You are required to register with the HAP in order to access the HAP. Where you have registered with us, you must keep your registration details confidential; you will be responsible for any access to the HAP using your account details, even if the access is by another person. Should you discover any unauthorised use of your account, you must notify us immediately via the Q&A facility.

When you provide personal and organisational information within the HAP, you hold yourself out to be properly authorised to do so on behalf of the Applicant and/or any associated Funding Recipient, including, when such information is provided as part of an application for finance or seeking information regarding financial assistance. If you subsequently no longer have that right of authority, you must notify us via the Q&A facility to have your information removed or amended.

You agree to ensure that your registration details remain true and accurate at all times. You must notify us of any change to the registration details as originally supplied.

You must supply accurate, and keep up to date, your registration details. If your registration is used to download application documentation from the HAP, we will use that information to provide notifications about any extension to the application period, changes to the application process and the issuance of addenda.

You must be a person in Australia to register to access the HAP. The HAP can only be accessed from within Australia and you will not be able to use your account to access the HAP from a place outside Australia.

The HAP uses two-factor authentication. You will need to register an Australian mobile phone number to receive a code to enable you to log into the HAP using your registration details. We recommend you nominate an Australian mobile phone number used only by you. If the mobile phone number is also used by other people, they may receive, or be able to access your authentication code messages.

Information provided to us through the HAP may include personal information. For details about how we may collect, use or disclose your personal information, or the personal information of others that you provide to us, please see our [Privacy Policy](#).

# How to Register for an Account

## 3 Using the HAP

### 3.1 What you can do on the HAP

The HAP enables registered users to:

- (a) submit an application for finance on behalf of an Applicant and Funding Recipient;
- (b) be notified of the outcome of the assessment of applications for finance;
- (c) make an inquiry about a submitted application for finance; and
- (d) obtain general information regarding the financial assistance available under the housing programs we administer and operate.

Where a registered user submits an application for finance on behalf of an Applicant and/or Funding Recipient, the Applicant and/or Funding Recipient may be notified that an application for finance has been submitted. The Applicant and/or Funding Recipient may also receive notifications of the outcome of the assessment of the application for finance.

You understand, acknowledge and agree that all information and documents supplied to us by you on the HAP, including information entered into the webform and/or uploaded as a document as part of an application, can be used by Housing Australia to assess any application for finance made by you. If you apply for finance for more than one program in connection with the same project, the information and documents provided as part of one application for finance may be used to assess each other application for finance you have submitted for that project.

We may use information previously submitted to us to automatically prefill parts of a form in the HAP, including in an application for finance. Notwithstanding any automated prefilling, you acknowledge that it is your responsibility (on your own behalf and on behalf of the Applicant and Funding Recipient) to keep information held on the HAP up to date and to correct any error in any prefilled information in a form before submitting an application.

Nothing on the HAP constitutes an offer from us to provide finance or a promise or representation that we will provide you, the Applicant, the Funding Recipient or any other person with finance. All applications for finance will be dealt with in accordance with the applicable application process and any outcome is subject to our formal approvals, due diligence and entry by us into satisfactory legal documentation. We will endeavour to notify you of the outcome of our formal approvals via the HAP.

Participation in an application for funding will be at each Applicant's sole risk, cost and expense. We will not be responsible in any circumstance for any costs or expenses incurred by you or an Applicant, the Funding Recipient or any other person in preparing or lodging an application or in taking part in the application process or taking any action related to an application process.

You understand that giving false or misleading information or documents (including forms) to Housing Australia is a serious offence.

# How to Register for an Account

## **3.2 Electronic communications**

You may receive notices, documents and communications electronically via the HAP to your registered account. If you receive notices and communications through HAP, we may (but will not always) also send an email to your nominated email address. It is in your interest to ensure that we have your correct information prior to using your registration to download application documentation.

It is your responsibility to check your email regularly for these notifications and to access the HAP promptly following our email to provide information we request to further progress your application. You must also keep your nominated email address current and let us know via the Q&A facility or the technical support desk on 02 8925 1800 if you can't access your email or HAP for any reason.

We accept no responsibility if you fail to become aware of any notice, document or communication which would have been apparent from a visit to the HAP.

## **3.3 No unlawful, infringing or offensive activity**

You must not transmit to or via the HAP any information or material or otherwise use the HAP for any activity which breaches any laws or regulations, infringes a third party's rights or privacy or is contrary to any relevant standards or codes. You must also not permit or enable another person to do any of those things.

## **3.4 No viruses or other interference**

You must not transmit to or via the HAP, including when making an application, any virus, malicious code or other disabling feature, or otherwise use the HAP in a way which:

- (a) tampers with, hinders the operation of or makes unauthorised modifications to the HAP;
- (b) inhibits any other user from using the HAP;
- (c) defames, harasses, threatens, menaces or offends any person; or
- (d) contains obscene, indecent, inflammatory or pornographic material or material that could give rise to civil or criminal proceedings.

You must also not permit or enable another person to do any of those things.

Any document or communication submitted by you via the HAP in connection with an application that is found to contain viruses, malicious code or other disabling features will be excluded from the assessment or evaluation process.

# How to Register for an Account

## **4 Disclaimer, limitation of liability and indemnity**

While we have taken reasonable steps to ensure the information and on the HAP is accurate, up to date, available and complete, this information has been provided in good faith on an "as is" and "as available" basis and such material in no way constitutes the provision of professional, legal or financial advice. We disclaim all and any guarantees, undertakings and warranties, express or implied, and will not be liable for any loss or damage whatsoever, including without limitation any direct, incidental or consequential loss or damage, arising out of, or in connection with, any use of or reliance on the information and data accessed via the HAP.

You acknowledge that the HAP may not be available from time to time and you may experience technical issues with the HAP.

We do not represent or warrant (or accept any legal liability to any person) that the HAP will be always available and/or accessible, that access will be uninterrupted, that there will be no delays, failures, errors or omissions or loss of transmitted information, that no viruses or other contaminating or destructive properties will be transmitted, or that no damage will occur to your computer system. You must take your own precautions to ensure that the process which you employ for accessing the HAP does not expose you or any other person to the risk of viruses, malicious computer code or other forms of interference that may damage your computer system or any other computer system.

Unfortunately, no data transmission over the Internet can be guaranteed as totally secure. While we strive to protect such information, we do not warrant and cannot ensure the security of any information which you transmit to us. Accordingly, any information which you transmit to us is transmitted at your own risk. Once we receive your transmission, we will take reasonable steps to preserve the security of such information. We are not liable for any loss, damage, costs or expenses incurred by you or any other person if, for any reason, an application or any other material or communication relevant to the relevant application process, is not received on time, is corrupted or altered or otherwise is not received as sent, cannot be read or decrypted, or has its security or integrity compromised.

We do not accept responsibility for any loss or damage (including without limitation any direct, incidental or consequential loss or damage), however caused (including through negligence or otherwise), which you or the Applicant, the Funding Recipient or any other person may directly or indirectly suffer in connection with your use of, attempted use of, or inability to use the HAP or any linked website.

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# How to Register for an Account

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Accept