



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

Quick Reference Guide

15 January 2024

This quick reference guide provides you with essential steps to navigate and make the most of your experience on the portal.

Quick Reference Guide

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Quick Reference Guide

1 Dashboard overview



Housing Australia Portal

Home

Q&A

Resources

Profile Name

1



Click on Apply Now to start applying for funding under the:

- Housing Australia Future Fund and the National Housing Accord Facility (HAFFF/NHAF)
- Affordable Housing Bond Aggregator (AHBA)
- National Housing Infrastructure Finance Facility, for both Critical Infrastructure (NHIF CI) and Social and Affordable Housing (NHIF SAH).

Before you start, you should read the [Guidelines](#), the [FAQs](#) and the [How To](#) documents for the program you are applying for and if you are applying for HAFFF/NHAFF, the Call for Applications which are all available on the [Downloads](#) page.

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APPLY NOW

Guide

1. Upon logging in, you will be directed to the dashboard.

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2.	The link to “Home” will direct you to the dashboard.
3.	The link to “Q&A” will direct you to the Q&A facility where you will be able to submit a question and find answers to frequently asked questions (FAQs) for the purposes of preparing and submitting your funding application.
4.	The link to “Resources” will direct you to material that you can download for reference i.e., guidelines and How To documents.
5.	The link to your “Profile Name” will allow you to sign out and/or change your registered user details. When you are finished using the HAP, click on your profile name and select “Logout” to secure your account.
6.	The “Apply Now” button will direct you to the beginning of your application. Use this button to apply for funding under any one of our programs.

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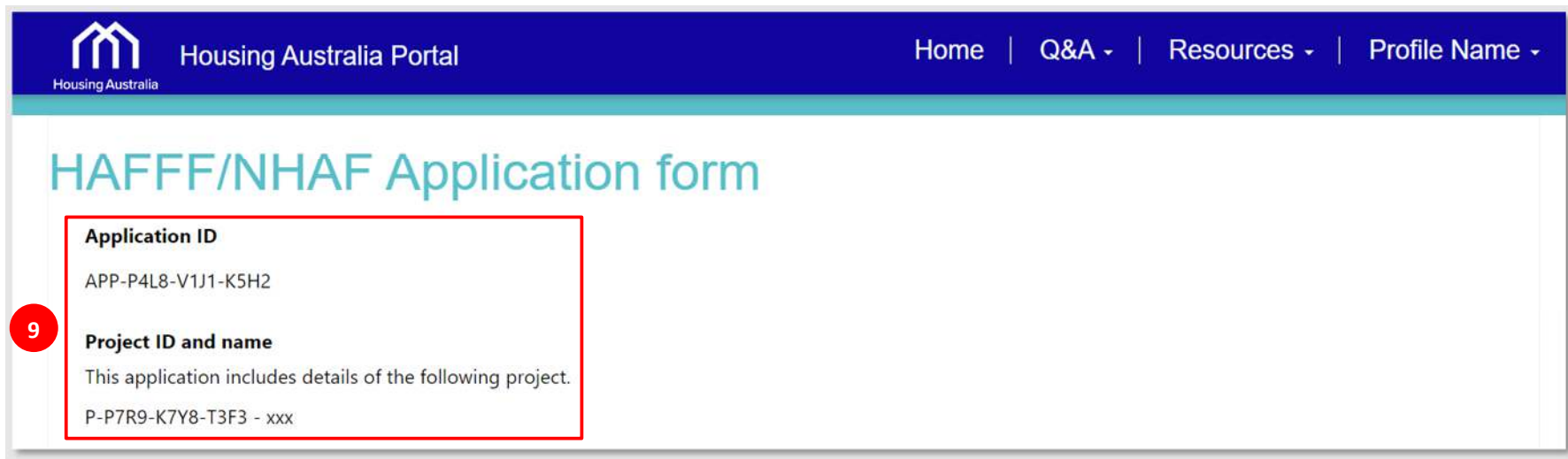
7

Existing applications

An Application will not be processed by Housing Australia until you have submitted the Application. You can check whether you have successfully submitted an Application by looking at the Application Status column below. The Application status must be marked "submitted" before Housing Australia can process the application. If the status is marked as "In Progress", you can continue completing the Application by clicking on the Application ID and completing the details. Once you have completed the Application, click the "Submit" button to submit the Application to Housing Australia for assessment.

8								
Search 								
11	12							
Application ID	Project ID	Project name	Program	Funding recipient	Amount applied	Application status	Date submitted	Date last modified ↓
APP-H5S4-B9G4-Z8N8	P-J7Q0-R8B6-D1S2	xxx	NHIF SAH EOI	HOUSING AUSTRALIA	\$0.00	In progress		15/12/2023 12:07 PM
APP-C5N6-X4P2-Q9S6	P-J7Q0-R8B6-D1S2	xxx	NHIF CI EOI	HOUSING AUSTRALIA	\$0.00	In progress		15/12/2023 12:07 PM
APP-T7X8-X6B2-N4Q1	P-J7Q0-R8B6-D1S2	xxx	AHBA Application	HOUSING AUSTRALIA	\$0.00	In progress		15/12/2023 12:07 PM
APP-K0M7-W6X8-W9B9	P-P7R9-K7Y8-T3F3	xxx	AHBA Application	HOUSING AUSTRALIA		In progress		15/12/2023 12:06 PM
APP-P4L8-V1J1-K5H2	P-P7R9-K7Y8-T3F3	xxx	HAFFF/NHAF Application	HOUSING AUSTRALIA		In progress		15/12/2023 12:06 PM

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Housing Australia Portal Home | Q&A ▾ | Resources ▾ | Profile Name ▾

HAFFF/NHAF Application form

Application ID
APP-P4L8-V1J1-K5H2

Project ID and name
This application includes details of the following project.
P-P7R9-K7Y8-T3F3 - xxx

Guide

7. The existing applications table shows a list of all the applications you have made.
8. Use the search bar to find your specific applications and/or projects.
9. Each application will be given a unique Application ID and will include the Project ID to which the funding application relates. Your Project ID and Application ID can be found at the top of your applications.
10. The status of each application can be viewed from the “Application status” column. Those that are “In Progress” have not yet been lodged with Housing Australia for assessment. Those that are “Submitted” have been lodged with Housing Australia for assessment. If you want your funding application to be assessed by Housing Australia, you need to ensure that it has a “Submitted” status.
TIP: Ensure your application has a “Submitted” status when you are ready for it to be assessed by Housing Australia.
11. Click on the respective application’s ID to view details of submitted applications or to finish completing an application. To complete the application process, each of your application forms should have a “Submitted” status.
12. Click on the respective project’s ID to view details of submitted project information or to finish completing an application.

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Housing Australia

Housing Australia is dedicated to improving housing outcomes by supporting efforts to increase the supply of homes for Australians.

13

Housing finance and investors
Housing Australia loans and grants
Affordable Housing Bond Aggregator
National Housing Infrastructure Facility - Critical Infrastructure
National Housing Infrastructure Facility - Social and Affordable Housing

14

Legal
Complaints Mechanism
Freedom of Information Policy
Information Publication Scheme
Fraud Control Policy

15

Technical Support
If you require technical support or assistance, please call 02 8925 1800.

Privacy Policy

Terms & Conditions

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Guide	
13.	These are links to resources on Housing Australia’s website that provide more information about Housing Australia’s funding programs.
14.	These are links to documents that provide information about Housing Australia’s complaints procedure, Freedom of Information Policy, Information Publication Scheme and Fraud Control Policy.
15.	If you encounter any technical issues, refer to the FAQs page for common solutions. Contact technical support at 02 8925 1800 for additional assistance.

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2 Applications

2.1 Creating an application

Guide

1. To begin an application, click the “Apply Now” button on the dashboard.
2. You must answer the questions and complete the ‘Compliance with the Investment Mandate’ section to ensure that you are eligible to apply for the funding products you want to apply for.

2.2 Saving an application

Guide

1. After completing all the required questions, you will be able to save your application using the “Save” button at the bottom of the form.
2. After saving your application, you will be returned to the dashboard. To continue with your application, click on the Application ID and complete the form for each funding product you are applying for.

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2.3 Submitting an application

Guide	
1.	You must complete all the details required on a form before it can be saved or submitted. You must complete the forms in the following order: • Start/Overview – Compliance with IM: This will create your project and you must confirm you comply with the requirements under the Investment Mandate for the program you are applying for funding under. • Project Information: You must complete and submit details about your project before proceeding to the Program specific forms. • Program specific forms: There are separate application forms for each of our funding programs: HAFFF/NHAF, AHBA and NHIF CI and NHIF SAH. You must complete and submit the Start/Overview – Compliance with IM and the Project Information forms before you complete and submit a Program specific application form.
2.	After the Project Information form, you will be returned to the dashboard. To continue with your application, click on the Application ID and complete the form for each funding product you are applying for. To finish, you need to click the “Submit” button. If your Application ID does not have a “Submitted” status, it has not been submitted to Housing Australia for assessment.
3.	An application will not be processed by Housing Australia until you have submitted the Application. You can check whether you have successfully lodged an application by looking at the “Application status” column. It must show that it has been “Submitted” for Housing Australia to process that Application. If it shows that it is still "In Progress", you can continue completing the Application by clicking on the Application ID and completing the details. Once you have finished, you need to click the "Submit" button to submit the Application to Housing Australia for assessment.
4.	The “Submit” button will not be displayed on your applications until you have submitted your project information and/or funding recipient details.

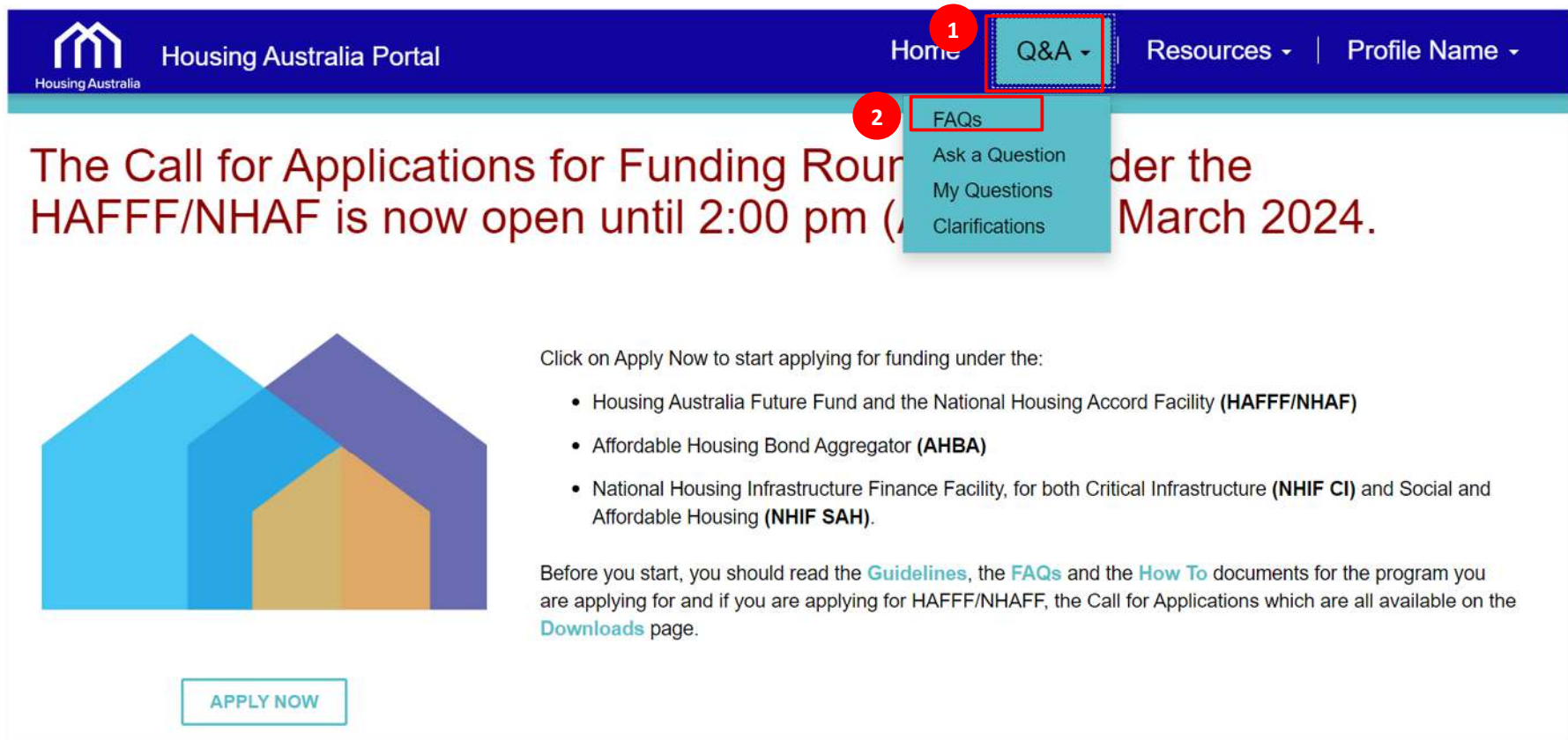
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Guide

5. You must:
- Complete all required information
 - Upload all required documents
 - Where required, agree to the terms and conditions
- before you can successfully submit your Application.
-

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2.4 Navigating to the FAQs page



Guide	
1.	On the HAP dashboard, click on the “Q&A” menu drop-down list.
2.	Click on “FAQs”.

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2.5 FAQs list

FAQs

Welcome to Frequently Ask Questions. Here you will find answers to most commonly asked questions we receive about our funding programs. If you have a question not covered by the FAQs below, you can submit your question via the Q&A facility by clicking on [Ask a question](#).

1

2Topic

Show All

3Category

Show All

Show

10

entries

4Search:

Date Published	Topic	Category	Question
20/12/2023	HAP	Other	6 Example Question

Showing 1 to 1 of 1 entries (filtered from 59 total entries)

5

Previous

1

Next

Guide	
1.	You are directed to the FAQs page where a list of FAQs will be available as a resource for you.
2.	Use the “Topic” filter to filter the questions by topic.
3.	Use the “Category” filter to filter the questions by category.

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Guide	
4.	Use the “Search” option to quickly search for an existing question by the date published, topic, category or question.
5.	Navigate between the page numbers to view more FAQs.
6.	Click on the link to the question you would like to view to see the answer provided by Housing Australia.

7

FAQ Details

FAQ:

Example Question

Topic

HAP

Category

Other

Date Published

12/20/2023 12:00:00 AM

Example Answer

Close

8

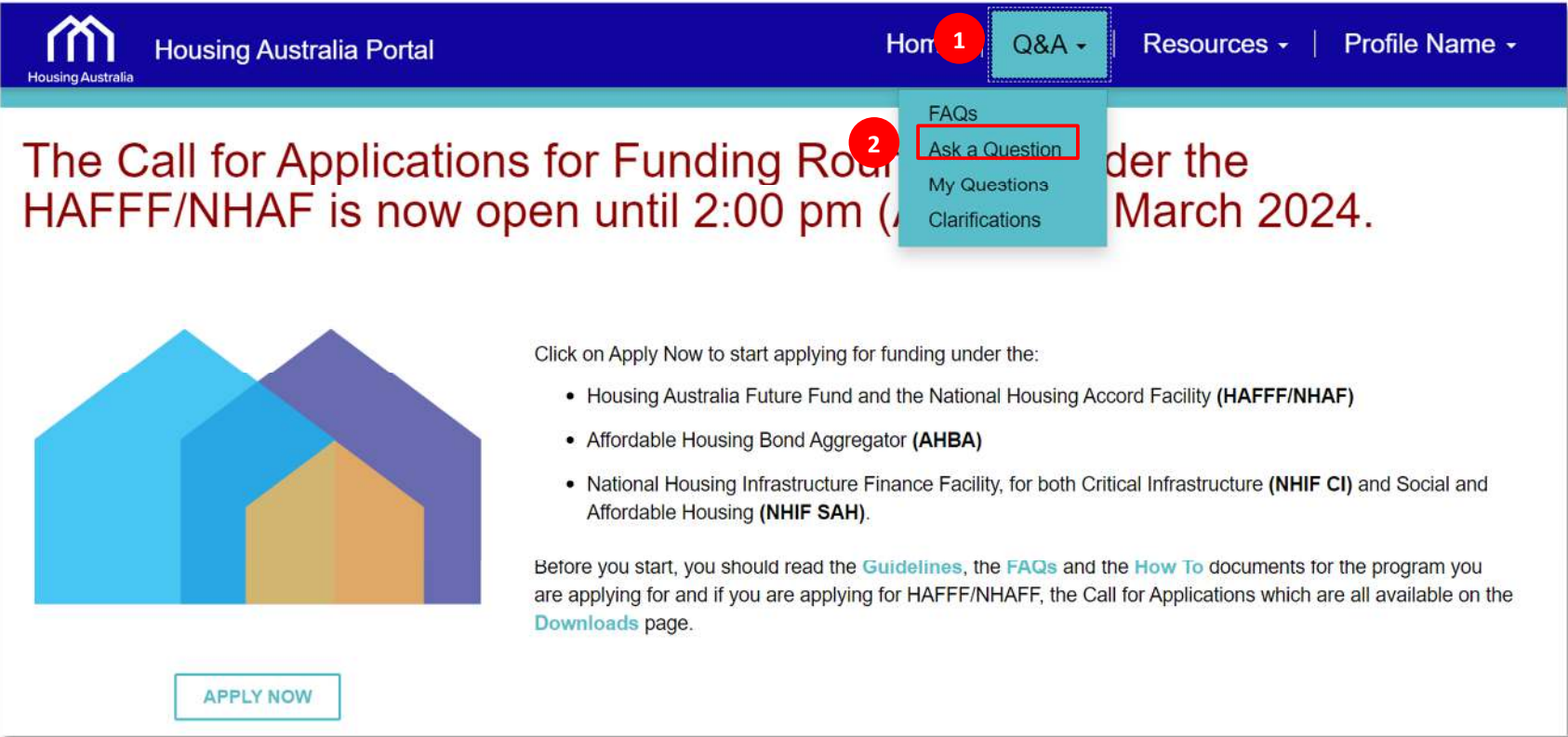
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Guide

7. You will be directed to the FAQ's detailed page, where you can view:
 - The topic the FAQ relates to
 - The category the FAQ relates to
 - The date the FAQ was published
 - The question
 - The answer.
8. Click the "Close" button to close the FAQ's detailed page and be directed back to the list of FAQs.

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2.6 Navigating to the Ask a Question page



Guide

1. On the HAP dashboard, click on the “Q&A” menu drop-down list.

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Guide

2. Click on “Ask a Question”.

You can use the Q&A facility to ask any question you have about our funding programs, including how to complete a current application you have underway on the HAP and/or to request a change to an application after it has been submitted provided that, in the case of a HAFFF/NHAF application, it is before the closing time – i.e. 2:00 pm 22 March 2024.

2.7 Asking a question

1

Topic *

☐ HAFFF/NHAF

☐ AHBA

☐ NHIF SAH

☐ NHIF CI

☐ HAP

Guide

Please Note:

The categories in **steps 2 to 5** will vary depending on the topic selected.

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Guide

1. Select the topic your question relates to:

- HAFFF/NHAF
- AHBA (including AHBA for HAFFF or NHAF projects)
- NHIF SAH
- NHIF CI
- HAP

If “HAFFF/NHAF” is selected, continue to **step 2**.

If “AHBA” is selected, skip to **step 4**.

If “NHIF SAH” or “NHIF CI” is selected, skip to **step 5**.

If “HAP” is selected, skip to **step 6**.

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2

Is your question commercially sensitive

The NHAF/HAFF is a competitive selection process. For probity reasons, potential applicants will be provided with the same information and so all questions and answers (in de-identified form) will be published to all potential applicants by default. However, you can identify a question as being commercially sensitive, in which case we will not disclose information that we agree is commercially sensitive information. If we do not agree that your question is commercially sensitive, you will have the opportunity to withdraw the question before we publish the question and answer (in de-identified form) on the FAQs page.

☒ No ☐ Yes

3

What does your question relate to? *

☐ Eligibility

☐ Evaluation criteria

☐ The commercial framework

☐ The financial pro-forma

☐ Returnable schedule

☐ Supporting documents

☐ Legal terms

☐ Other

Guide	
2.	Select whether your question is commercially sensitive. You can identify a question as being commercially sensitive, in which case we will not disclose information that we agree is commercially sensitive information. If we do not agree that your question is commercially sensitive, you will have the opportunity to withdraw the question before we publish the question and answer as an FAQ or in a Addendum (on a non-attributable basis).

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Guide

3. Select the category your question relates to:

- Eligibility
- Evaluation criteria
- The commercial framework
- The financial pro-forma
- Returnable schedule
- Supporting documents
- Legal terms
- Other

Skip to **step 7**.

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What does your question relate to? *

- ☐ AHBA for NHAF or HAFFF projects
- ☐ Eligibility
- ☐ Supporting documents
- ☐ Legal terms
- ☐ Other

Guide

4. Select the category your question relates to:

- AHBA for NHAF or HAFFF projects
- Eligibility
- Supporting documents
- Legal terms
- Other

Skip to **step 7**.

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What does your question relate to? *

- ☐ Eligibility
- ☐ Supporting documents
- ☐ Legal terms
- ☐ Other

Guide

5. Select the category your question relates to:

- Eligibility
- Supporting documents
- Legal terms
- Other

Skip to **step 7**.

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What does your question relate to? *

- ☐ Unauthorised use
- ☐ No authority
- ☐ Other

Guide

6. Select the category your question relates to:

- Unauthorised use
- No authority
- Other

Skip to **step 7**.

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Is your question about an existing application? *

No

Yes

Existing applications *

Select an application by clicking on the search icon

Question *

Guide

7. Select whether your question is about an existing application.

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Existing Applications

APP-L5D1-L7B5-D2C8

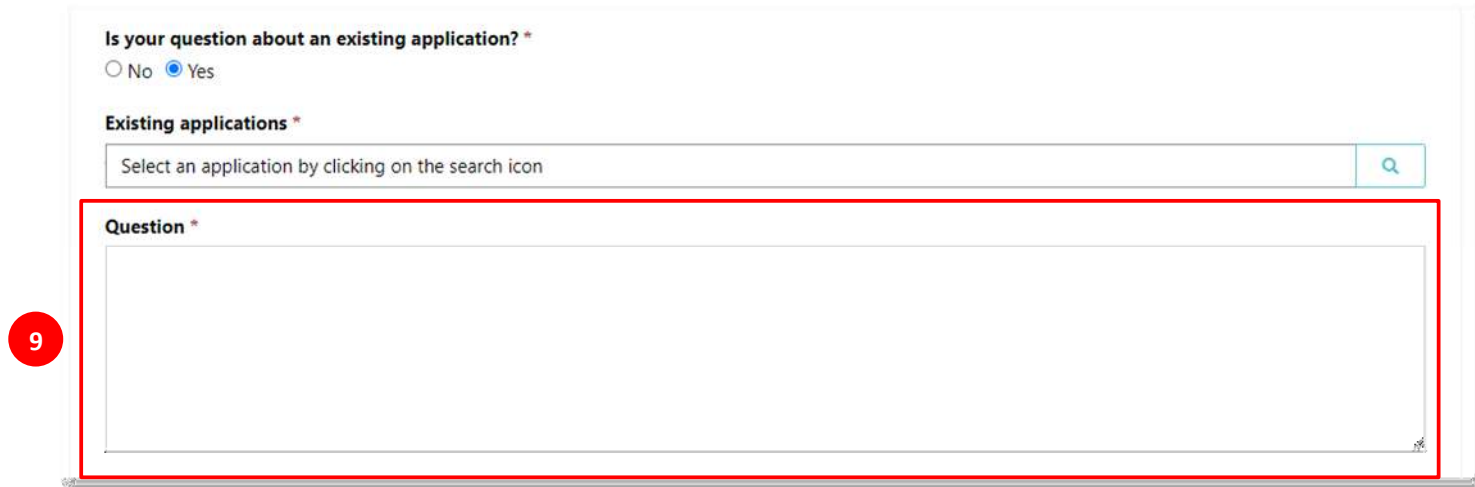
Choose one record and click Select to continue

✓ Application ID	Program	Project name	Amount applied	Status
☒ APP-L5D1-L7B5-D2C8	AHBA (Standard)	xxx	\$1.00	In progress (Full)

Guide

8. Select the application which your question relates to from the list. This can provide Housing Australia with context about your question.
- Click on the icon  and use the search box to search for your application ID if required.

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The screenshot shows a web form with the following elements:

- A heading: "Is your question about an existing application? *
- Two radio buttons: "No" and "Yes" (selected).
- A section titled "Existing applications *".
- A search bar with the placeholder text "Select an application by clicking on the search icon" and a magnifying glass icon.
- A large text area labeled "Question *".

A red circle with the number "9" is positioned to the left of the "Question" text area. A red rectangular box highlights the "Question" text area.

Guide

9. Enter the question you would like to ask Housing Australia.

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10

Your question has been submitted. If you would like to see a list of all the questions you have submitted, you can see them on the [My Questions page](#).
If you have another question, you can return to the [Q&A](#) facility.

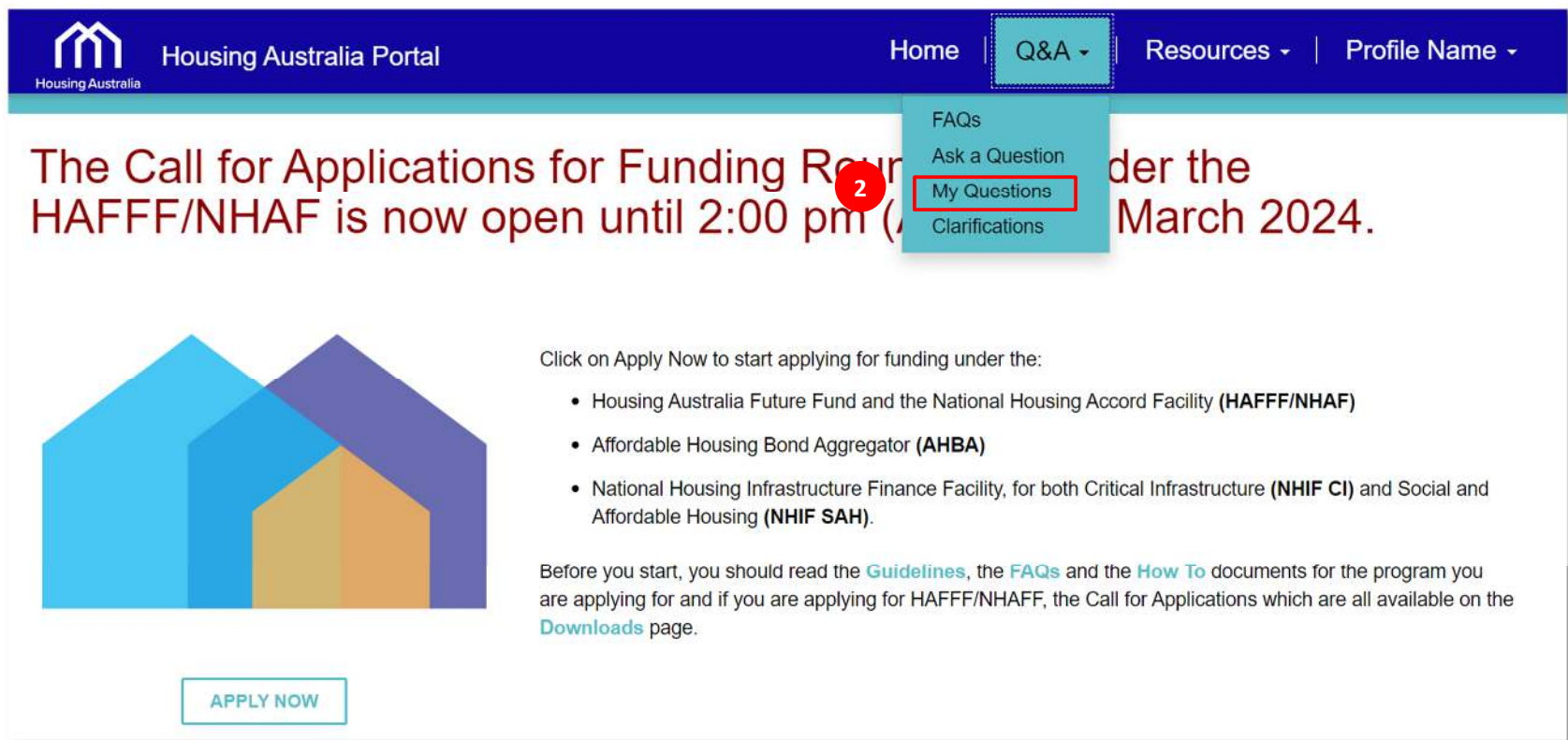
Guide

10. Once you have successfully submitted your question, the message above will be displayed.
- To view the questions you have submitted, click on the link to the “My Questions” page.
 - If you have another question, return to the “Ask a Question” page by clicking on the link to the “Q&A” facility.

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2.8 My Questions

To view the questions you have previously submitted, follow the guide below.



Guide	
1.	On the HAP dashboard, click on the “Q&A” menu drop-down list.
2.	Click on “My Questions”.

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3

4

5

6

3

4

5

6

7

8

9

My Questions

Topic

☐ AHBA

☐ NHIF CI

☐ NHIF SAH

☐ HAP

☐ HAFFF/NHAF

Category

☐ Eligibility

☐ Supporting documents

☐ Terms and conditions

☐ Other

Status Reason

☐ Submitted

☐ Withdrawn

☐ Closed

☐ Declined

Apply

Search

Q

Date Submitted ↓	Status Reason	Question
11/01/2024	Submitted	Example Question

Guide

3. You will be directed to the “My Questions” page which displays all the questions you have submitted to Housing Australia.

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Guide	
4.	Filter your list of questions by topic.
5.	Filter your list of questions by category.
6.	Filter your list of questions by status.
7.	Use the “Search” option to quickly find a specific question.
8.	The “Status” column displays the current status of your question which can either be: • Submitted: The question has been submitted to Housing Australia. • Withdrawn: Your have withdrawn the question because you no longer require an answer to the question. • Closed: Housing Australia has provided a response to the question. • Declined: Housing Australia is unable to provide a response to your question at this time.
9.	Click on the link to the question to view the question in detail.

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The screenshot shows a form titled "My Questions" with a red border. Callout 10 points to the left side of the form, and callout 11 points to a "Close" button at the bottom left.

Topic	HAFFF/NHAF	Category	Other	Status	Closed
Question	Example Question				
Answer	Example Answer.				
11 Close					

Guide

10. You will be directed to your question's detailed page which will display:

- The topic that the question relates to
- The category that the question relates to
- The status that the question relates to
- The question
- The answer.

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Guide	
11.	Click the “Close” button to close the question’s detailed page and be directed back to the list of your submitted questions.

2.9 Withdrawing a question

My Questions

Topic	HAFFF/NHAF	Category	Eligibility	Status	Submitted
Question	Example Question				

1

We do not agree your question is commercially sensitive.

You have the option to proceed with an answer. If you do, you should be aware that your question will no longer be marked as commercially sensitive and the answer may be published as a FAQ or in a Addendum and notified to all other Applicants on a non-attributable basis.

If you do not want your question and answer to be published, you can withdraw the question.

Close

2

Withdraw

Proceed

Guide	
1.	Navigate to the question’s detailed page. For guidance on accessing this page, refer to section 2.6, step 1.
2.	To withdraw your question, click the “Withdraw” button.

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2.10 Proceeding with a disputed question

If you have selected “Yes” to the question “Is your question commercially sensitive?” in **step 2** of **section 2.7**, and Housing Australia does not consider your question to be commercially sensitive, you can choose whether you would still like to receive a response.

- If you would like to withdraw your question, follow the guide in **section 2.9 Withdrawing a question**.
- If you do not provide a response, your question will remain disputed indefinitely.
- If you would like to proceed with your question, follow the guide below.

1

My Questions

Topic	HAFFF/NHAF	Category	Eligibility	Status	Submitted
Question	Example Question				

We do not agree your question is commercially sensitive.

You have the option to proceed with an answer. If you do, you should be aware that your question will no longer be marked as commercially sensitive and the answer may be published as a FAQ or in a Addendum and notified to all other Applicants on a non-attributable basis.

If you do not want your question and answer to be published, you can withdraw the question.

Close

Withdraw

2Proceed

Guide	
1.	Navigate to the question’s detailed page. • For guidance on accessing this page, refer to section 2.6, step 1.
2.	To proceed with your question, click the “Proceed” button for Housing Australia to respond to your question.