



Office of State Revenue
NSW TREASURY
ISO 9001-Quality Certified
ABN: 77 456 270 638

Application Form and Lodgment Guide

NOTE:

- Read section 8 for explanations of the terms used in this application
- Before lodging remove pages 1 to 4 and keep for your reference
- This form applies for applications lodged on or after 7 December 2005

Lodgment guide

To apply:

■ Applicants must:

- fully complete the application form and lodge with all relevant supporting documentation.
- be a natural person (ie not applying as a company or trust), at least 18 years of age
- ensure at least one applicant is an Australian citizen or a permanent resident
- be buying or building a home for which the contract was signed on or after 1 July 2000 or building a home as an owner-builder where building commenced on or after 1 July 2000
- ensure each person holding a relevant interest in the property is an applicant
- ensure an applicant will reside in the home as their principal place of residence for **a continuous period of 6 months** commencing within 12 months of completion of the eligible transaction
- lodge an application within 12 months of completion of the eligible transaction

■ Applicants and their spouse (including a de facto partner) must:

- not have previously received a First Home Owner Grant in any State or Territory of Australia. If a grant was received but later paid back together with any penalty you may be entitled to reapply when you purchase your first home
- not have previously **owned** a residential property anywhere in Australia **prior** to 1 July 2000
- not have previously **owned and occupied** a residential property for a continuous period of at least 6 months anywhere in Australia **after** 1 July 2000

How to lodge your application

You can lodge your application with:

- the **approved agent** who is providing your finance. A list of approved agents can be found at www.osr.nsw.gov.au. If you require the **grant for settlement** or want to receive the grant as soon as possible you must lodge your application with your **approved agent**
- the Office of State Revenue (OSR) ➤ *Go to page 4 for addresses*

NOTE: Applications cannot be lodged with OSR until the eligible transaction has been completed

➤ See Section 8 for meaning of 'completion of the eligible transaction'

Supporting evidence

If lodging with an Approved Agent – provide a category 1 document only to establish your citizenship or permanent residency. The 100 point check conducted by the Approved Agent will meet the remaining Proof of Identity categories.

If lodging with OSR – the following evidence **must** be submitted with your application:

1 Proof of identity

Each applicant and their spouse must provide a document from each of the 4 categories (**4 documents per person**). A single document cannot be used for more than one category.

Preferred documents are shown below. For a complete list of acceptable documents, refer to the Proof of Identity Documents information sheet available from our forms page at www.osr.nsw.gov.au

Please **do not send original** documents. Only send **certified copies** (for persons who can certify copies – refer to section 8).

Category 1 – Evidence of applicant's right to be in Australia (Provide one document)

If an Australian citizen:

- Australian birth certificate issued by Registry of Births Deaths & Marriages
OR
- Citizenship Certificate

If a New Zealand citizen:

- Current passport

NOTE: New Zealand citizens must be living in Australia at time of application

If a citizen of another country:

- Current passport, and
- Permanent residency certificate or permanent residency visa

NOTE: At least one applicant must have Permanent Residency or Citizenship of Australia

Category 2* – Linkage between Identity and Person (photo and signature) (Provide one document)

- Australian Drivers Licence (current)
- Passport (current)
- Firearms Licence (current)
- NSW photo card issued by the Roads and Traffic Authority

Category 3* – Evidence that applicant resides in Australia (Provide one document)

- Medicare Card
- Motor Vehicle Registration
- Centrelink or Department of Veterans Affairs Card

Category 4* – Evidence of applicant's residential address (Provide one document)

- Utility documents of residential address (eg bills for electricity, gas, water etc)
- Insurance Policy with current residential address

*** Not required if application is lodged through an Approved Agent**

NOTE: Evidence of a Change of Name is required if the name on any of the documents presented is different to the name of the applicant (eg marriage certificate, change of name certificate or deed poll)

Additional supporting evidence is required if any of the following applies to you

- If you are:
- Married – a certified copy of your marriage certificate
 - Divorced – a certified copy of your divorce certificate(s)
 - Widowed – a certified copy of the death certificate of your spouse
 - Separated – a statutory declaration with the following information:
 - the name of your former spouse
 - spouse's date of birth
 - the date you were married
 - the date you separated
 - your former spouse's current address (if known)
 - a statement to the effect that you do not live together and have no intention of resuming cohabitation

2 Transaction type

Depending on the circumstances of your application, the following is required:

A Contract to purchase a new or established home or an 'off the plan' home

- a certified copy of the **exchanged** Contract for Sale, dated and signed by the vendor, and
- a Title Search showing the applicant(s) as the registered proprietor(s)*

Where there is **no contract** or the transaction is between family members or **related or associated parties**, you will also need to supply **all** of the following:

- a copy of the transfer signed by all parties
- a Title Search showing the applicant(s) as the registered proprietor(s)*, and
- evidence that the consideration has been paid*, eg provide certified copies of bank statements of both the purchaser and the vendor showing the payment (withdrawal) and receipt (deposit) of the purchase money at settlement

*** Not required if the application is lodged with an approved agent**

OR

B Contract to build a home

A certified copy of the:

- Contract to build dated and signed by all parties, and
- Title Search showing the applicant(s) as the registered proprietor(s)*
- Occupation Certificate issued by your local Council or a Final Inspection Certificate*

*** Not required if the application is lodged with an approved agent**

OR

C Owner builders

A certified copy of:

- the approval from Council for the laying of the foundations or receipt for foundations
- the Occupation Certificate issued by Council or a Final Inspection Certificate
- documentary proof of building costs incurred for the construction of the home*. The proof submitted must total an amount equal to or greater than the grant and must not include your own labour costs
- the Title Search showing the applicant(s) as the registered proprietor(s)*

*** Not required if the application is lodged with an approved agent**

NOTE: Additional documents may be requested after lodgment of application

When will the grant be paid?

Applications lodged with an approved agent

Where you:

- are purchasing an **established home, new home** or **'off the plan' home**, your grant can be made available at settlement
- have a **contract to build** with a registered builder, your grant will be paid when the foundations are laid and your builder issues your first progress payment invoice (not the deposit)
- are an **owner builder**, the grant will be paid when the local Council has determined that the house is ready for occupation

Applications lodged with OSR

Where you:

- are purchasing an **established home, new home** or **'off the plan' home**, your grant will be paid when your name is registered on the Certificate of Title (except for Terms Contracts which can be paid upon proof of possession)
- have a **contract to build** with a registered builder or are building a home as an **owner builder**, the grant will be paid when your name is registered on the Certificate of Title **and** the local Council has determined that the house is ready for occupation

When do I have to move in and for how long?

- At least one applicant must live in the home as their principal place of residence for **6 continuous months** commencing **within** 12 months of completion of the eligible transaction
- It is the responsibility of the applicant to satisfy the Chief Commissioner that they have met the residency requirement. Applicants may be required to verify this later by providing documentation supporting their period of declared residence
- Should you move out of the home or sell it after a period of less than 6 months, you **must** contact OSR within 14 days to advise us of your circumstances. Under normal circumstances you will be required to repay the grant

How to lodge this application

- For payment to be available at settlement or first draw down/progress payment, lodge with the approved agent who is processing your mortgage
- For payment after completion, lodge in person or by mail to OSR after the property is registered in your name and the home is completed

NOTE: Read more details about approved agents at www.osr.nsw.gov.au or by phoning any of the numbers below.

CONTACT DETAILS

Phone: 1300 130 624* (Monday – Friday, 8.30 am – 5.00 pm)

Website: www.osr.nsw.gov.au

Email: first.home.benefits@osr.nsw.gov.au

OFFICES	(8.30 am – 4.30 pm)	
Parramatta	Lang Centre, cnr Hunter & Marsden Streets GPO Box 4042, Sydney NSW 2001	DX 456 Sydney
Sydney	Level 3, 55 Hunter Street (not a postal address – counter services only)	
Newcastle	Level 2, 97 Scott Street PO Box 511, Newcastle NSW 2300	DX 7860 Newcastle
Wollongong	Level 6, 90 Crown Street PO Box 666, Wollongong NSW 2520	DX 5245 Wollongong

*Interstate clients call (02) 9689 6200

Help in community languages is available.



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NSW TREASURY

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Application for First Home Owner Grant

NOTE:

- This application will not be accepted unless fully completed, signed in blue or black ink and all required supporting evidence is lodged
- Read section 8 for explanations of the terms used in this application
- Applications must be lodged within 12 months of completion of the eligible transaction
- There are significant penalties for making a false or misleading statement, as well as possible prosecution
- Please answer all questions and tick the appropriate boxes
- This form applies for applications lodged on or after 7 December 2005

Office use only
UIN
Application reference
Application received by
Date lodged

Section 1 Eligibility criteria

NOTE:

- Eligibility is determined at the date of lodgment of this application
- All applicants and their spouses (including de facto partners) must be considered when answering eligibility questions

Eligibility checklist

1	Is this the first time each applicant and/or their spouse will receive a grant under the <i>First Home Owner Grant Act 2000</i> in any State or Territory of Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	Is each applicant and their spouse a person who has never owned a residential property, either jointly, separately or with some other person before 1 July 2000 in any State or Territory of Australia? NOTE: Applicants are not eligible for a grant if they or their spouse have held a relevant interest in residential property prior to 1 July 2000, even if they have never occupied the property	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Is each applicant and their spouse a person who has never occupied a residential property for a continuous period of at least 6 months in which they acquired a relevant interest on or after 1 July 2000 in any State or Territory of Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	Is every applicant a natural person (ie not a company or trust) and at least 18 years of age?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	Is at least one applicant a permanent resident or Australian citizen?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6	Will at least one applicant be occupying the home as their principal place of residence for a continuous period of 6 months commencing within 12 months of completion of the eligible transaction?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Has each applicant on or after 1 July 2000 , either: <ul style="list-style-type: none"> ■ entered into a contract for the purchase of a home in New South Wales OR ■ entered into a contract to have a home built in New South Wales OR ■ in the case of an owner builder, commenced construction of a home in New South Wales? (ie laying of foundations) 	<input type="checkbox"/> Yes <input type="checkbox"/> No

Determination of eligibility

If you answered 'YES' to ALL of the above questions, you may be entitled to receive the First Home Owner Grant subject to the written decision being made by the Chief Commissioner of State Revenue.

Please attach additional information (where applicable) to support your eligibility for the First Home Owner Grant, to section 9 Additional information on page 13.

Section 2 Applicant details

NOTE:

- It is essential that **ALL** applicants complete this section
- If there are more than two applicants, please complete and attach an additional application form

Applicant 1 (Contact applicant)

Applicant 2

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr																																
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Do you have a spouse? (Spouse includes a de facto partner)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No																																
If you have a spouse, will your spouse have a relevant interest in the home?	<input type="checkbox"/> Yes – your spouse must complete the details in Applicant 2 above <input type="checkbox"/> No – you must complete section 3 – Spouse details	<input type="checkbox"/> Yes – your spouse must complete the details in Applicant 1 above <input type="checkbox"/> No – you must complete section 3 – Spouse details																																
Tick the States and/or Territories in which you have lived	<table border="1"> <tr> <td>NSW</td><td>ACT</td><td>NT</td><td>QLD</td><td>SA</td><td>TAS</td><td>VC</td><td>WA</td> </tr> <tr> <td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td> </tr> </table>	NSW	ACT	NT	QLD	SA	TAS	VC	WA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <tr> <td>NSW</td><td>ACT</td><td>NT</td><td>QLD</td><td>SA</td><td>TAS</td><td>VC</td><td>WA</td> </tr> <tr> <td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td> </tr> </table>	NSW	ACT	NT	QLD	SA	TAS	VC	WA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Number of applicants

How many people will have a relevant interest in the property?

Related or associated party transactions

Are any of the applicants or their spouse related to or associated with the vendor or builder?

Yes ➤ Provide evidence of the consideration paid No

Section 3 Spouse details

NOTE:

- Spouse includes a de facto partner
- This schedule must be completed where the spouse of an applicant **has not been specified as an applicant** in section 2 of the application
- **Applicant’s spouse must sign the Spouse declaration on page 10**

Spouse of applicant 1

Spouse of applicant 2

	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr																																
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NSW	ACT	NT	QLD	SA	TAS	VIC	WA																											
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																											

Section 4 Property and transaction details

Address of the property

Lot no. (only use lot no. if street no. is not allocated)	Unit/Street no.
Street name	
Suburb/town	
State	Postcode

Date when occupation as a principal place of residence commenced or is intended to commence (if not known estimate)

				2	0		
D	D	M	M	Y	Y	Y	Y

Purchase or construction price

\$

Title details

Lot no.	Section no.	Plan type*	Plan no.
---------	-------------	------------	----------

*Enter **DP** for Deposited Plan; **SP** for Strata Plan; **Other** if not DP or SP. Enter other details under Plan no.

Transaction details

What type of transaction does this application refer to:

Established home
 Off the plan
 Contract to build
 New home
 Owner builder

Approved agent and OSR use only

All evidence sighted
 Name of person sighting the evidence _____

Payment eligibility date

				2	0		
D	D	M	M	Y	Y	Y	Y

 (Enter settlement, completion or first draw down date only)

Date of contract (or if 'owner builder', date the foundations were laid)

				2	0		
D	D	M	M	Y	Y	Y	Y

Date of settlement (or if building, date of completion)

NOTE: If lodging with an approved agent, please estimate

				2	0		
D	D	M	M	Y	Y	Y	Y

Section 5 Payment details

NOTE:

- If applying with OSR, the grant will be paid by electronic funds transfer into the account nominated below
- If you are applying with an approved agent, please **DO NOT** complete the account details below as the grant will be paid through the approved agent

Name of financial institution and branch

--

Account name (eg John & Jan Citizen)

--

BSB number (must have 6 numbers)*

--	--	--	--	--	--

Account number (maximum of 9 numbers)*

--	--	--	--	--	--	--	--	--

* **DO NOT** include dashes or spaces

Approved agent use only

Applicant reference

Section 8 Terms used

Applicant	– A person applying for a grant who, on completion of the purchase of a home or construction of a new home, will own or have a relevant interest in the land on which the home is built
Approved agent	– An organisation approved by OSR (including a financial institution) that processes applications for the First Home Owner Grant
Certified copy	– A true copy of an original document that has been sighted by an acceptable person* and noted as follows: ‘I certify that I have sighted the original document and this is a true copy of it’ . This certification must have the certifier’s Name, Title, Registration number (where applicable) and be signed and dated *An acceptable person is a legal practitioner, justice of the peace (JP), magistrate, notary public, police officer, dentist, pharmacist, certified practising accountant, commissioner for declarations, member of parliament, medical practitioner and officers of OSR or approved agents
Completion of the eligible transaction	– When the home is completed and ready for occupation and (except for Terms Contracts) the applicant is registered on the Certificate of Title
Contract to build	– A comprehensive building contract where a builder agrees to build a home, from the time the building starts to when it is finished and is ready for occupation
Consideration	– Purchase price or cost of construction of the home
Eligible transaction	– Contract for the purchase of a home, contract to build a home or construct a home as an owner builder
Established home	– A home that has been previously occupied and is lawfully fit for occupation
Home	– Is a building, affixed to land, that may be lawfully used as a place of residence and is, in the Chief Commissioner’s opinion, suitable for use as a place of residence
Natural person	– A person (does not include a company or trust)
New home	– A home that has not previously been lived in or sold as a place of residence
Notifiable event	– When any part of the eligibility criteria is not met, the applicant(s) must notify the Chief Commissioner within 14 days of the event An example would be where an applicant is not able to occupy the home as their principal place of residence within 12 months of completion of the eligible transaction
Off the plan	– A contract for the purchase of the home on a proposed lot in an unregistered plan of a subdivision of land
OSR	– The Office of State Revenue, New South Wales
Owner builder	– An owner of land who builds a home or has a home built, on the land without entering into a contract to build
Owner	– A person who has a relevant interest in land on which a home is built
Permanent resident	– A person who holds a permanent residency visa (under section 30 of the <i>Migration Act 1958</i> of the Commonwealth) or a New Zealand citizen who is the holder of a special category visa (under section 32 of the <i>Migration Act 1958</i>) and has satisfied the Chief Commissioner that he or she intends to reside permanently in Australia and is a resident of Australia at time of application

Principal place of residence	– The home you primarily reside in. This home must be occupied by an applicant for a continuous period of 6 months commencing within 12 months of the completion of the eligible transaction
Related or associated party	A person is related to or associated with another party when: <ul style="list-style-type: none"> (i) one is the spouse or de facto partner of the other, or (ii) they are related by blood, marriage or adoption, or (iii) they are a shareholder or director of the other party, being a company, or (iv) they are a beneficiary of a trust for which the other party is a trustee, or (v) the transaction is otherwise not at arm's length
Relevant interest	– Refers to the means by which a person holds their interest in land on which the home is built. This commonly is an estate in fee simple. Other forms of interest are defined in the <i>First Home Owner Grant Act 2000</i>
Residential property	– Land in Australia on which there is a home which is lawfully occupied or suitable for occupation. These include houses, townhouses, units, flats, duplexes, converted warehouses, fixed transportable and moveable homes
Spouse (including de facto)	– The person to whom the applicant is married or living with as a couple in a de facto relationship (including same sex relationships) as defined in the <i>Property (Relationships) Act 1984</i>
Terms contract	– A contract for the sale of land where the purchaser has to make 2 or more payments (excluding the deposit) to the vendor after the contract is signed by all parties The applicant as the purchaser must be in possession under the contract and cannot be registered on title until the final payment is made to the vendor
Title Search	– A search on the land which shows the names of the registered owners. A Title Search can be obtained from the NSW Department of Lands website: www.lands.nsw.gov.au

Section 10 Supporting documentation checklist

NOTE:

- To ensure your application is processed in a timely manner, make sure the application is fully completed, signed and dated
- Please complete the checklist to ensure you have attached the required supporting documentation defined in the lodgment guide. Attach these papers to page 13
- Your application will be returned to you if not fully completed and all the required supporting documentation is not attached
- Additional documents may be requested after lodgment of your application

Supporting documentation checklist	Applicant to tick if attached	Approved agent or OSR use only
NOTE: Refer to the lodgment guide for the documentation required Do NOT send original documents, only send certified copies		
Proof of identity of all applicants and their spouse		
Category 1 type of doc. submitted _____	<input type="checkbox"/>	<input type="checkbox"/>
Category 2* type of doc. submitted _____	<input type="checkbox"/>	<input type="checkbox"/>
Category 3* type of doc. submitted _____	<input type="checkbox"/>	<input type="checkbox"/>
Category 4* type of doc. submitted _____	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ■ a Decree Nisi, a marriage or death certificate or change of name certificate ■ a statutory declaration for those who are separated 	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Transaction type		
Contract to purchase a home:		
<ul style="list-style-type: none"> ■ a certified copy of your Contract for Sale, dated and signed by the vendor ■ a Title Search showing the applicant(s) as the registered proprietor(s)* 	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Where there is no contract, or the sale of the property is between family members or related or associated parties:		
<ul style="list-style-type: none"> ■ a stamped and dated copy of the transfer signed by both parties ■ a Title Search showing the applicant(s) as the registered proprietor(s)* ■ evidence that consideration has been paid* 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Contract to build a home:		
<ul style="list-style-type: none"> ■ a certified copy of your Contract to Build dated and signed by all parties ■ a Title Search showing the applicant(s) as the registered proprietor(s)* ■ a certified copy of the final inspection report or occupation certificate* 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Owner builders:		
<ul style="list-style-type: none"> ■ a Title Search showing the applicant(s) as the registered proprietor(s)* ■ a certified copy of the initial inspection report or approval from Council for the laying of foundations ■ a certified copy of the final inspection report or occupation certificate ■ a certified copy of receipts for the home totalling more than the grant amount* 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
*Not required if your application is lodged with an approved agent		
Approved agent or OSR use only		
Name of person sighting the documentation above:		
Name of employer:		
Signature	Date	/ / 20

CONTACT DETAILS

Phone: 1300 130 624* (Monday – Friday, 8.30 am – 5.00 pm)

Website: www.osr.nsw.gov.au

Email: first.home.benefits@osr.nsw.gov.au

OFFICES	(8.30 am – 4.30 pm)	
Parramatta	Lang Centre, cnr Hunter & Marsden Streets GPO Box 4042, Sydney NSW 2001	DX 456 Sydney
Sydney	Level 3, 55 Hunter Street (not a postal address – counter services only)	
Newcastle	Level 2, 97 Scott Street PO Box 511, Newcastle NSW 2300	DX 7860 Newcastle
Wollongong	Level 6, 90 Crown Street PO Box 666, Wollongong NSW 2520	DX 5245 Wollongong

*Interstate clients call (02) 9689 6200

Help in community languages is available.

Lodging this application

- For payment to be available at settlement or first draw down/progress payment, lodge with the approved agent who is processing your mortgage
- For payment after completion, lodge in person or by mail to OSR after the property is registered in your name and the home is completed

NOTE: You can get details about approved agents by visiting our website at www.osr.nsw.gov.au or by phoning any of the numbers above.

PRIVACY STATEMENT

The information in this form is required by the Office of State Revenue (OSR) to determine your eligibility for a grant under the First Home Owner Grant scheme. By submitting this form, you consent to OSR using the information to process your Application.

The information provided may be disclosed to third parties for the purpose of determining your eligibility for a grant or as required or permitted by law. The information will be stored on the First Home Owner Grant national database, and your application will be retained by either OSR or your approved agent. Information will only be used and disclosed as required or permitted by law and always in accordance with the *Privacy Act 1995 (Commonwealth)* and the *Privacy and Personal Information Protection Act 1998 NSW*.

An individual may review and update personal information held by OSR by contacting the Office.