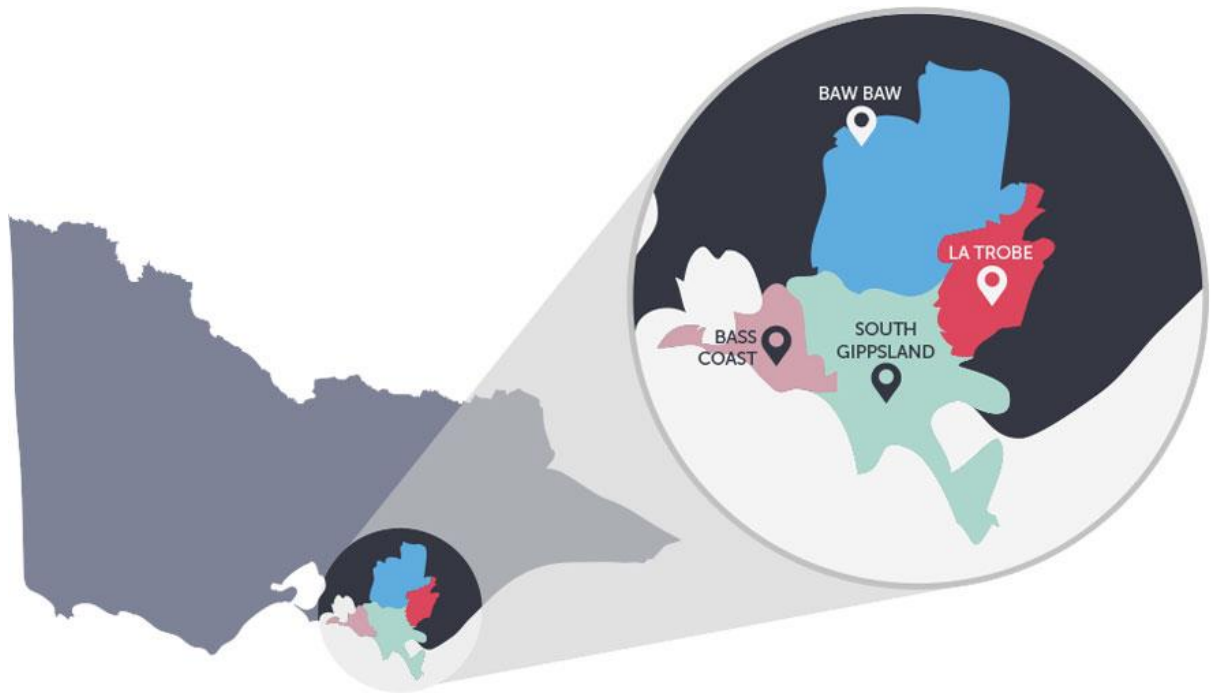# Inner Gippsland Homelessness Services
Local Area Services Network (LASN)
Practice and Partnership Manual

Coordinated by:

The Inner Gippsland Local Area Services Network acknowledges the need to assist and support both those experiencing or at risk of homelessness.

Homelessness can present in many ways, the definitions of homelessness considered by the homelessness services in inner Gippsland align with Mackenzie and Chamberlain's cultural definition of homelessness.

Mackenzie and Chamberlain's (1992) definition *includes three categories in recognition of the diversity of homelessness:*

- ***Primary homelessness*** *is experienced by people without conventional accommodation (e.g. sleeping rough or in improvised dwellings);*
- ***Secondary homelessness*** *is experienced by people who frequently move from one temporary shelter to another (e.g. emergency accommodation, youth refuges, "couch surfing");*
- ***Tertiary homelessness*** *is experienced by people staying in accommodation that falls below minimum community standards (e.g. boarding housing and caravan parks).*

This definition was adopted by the Commonwealth Advisory Committee on Homelessness in 2001 and is widely used in the homelessness sector.

24 Hour Victorian Homelessness Accommodation call line:

1800 825 955

Partners in Inner Gippsland Local Area Services Network:

- Community Housing Limited
- Quantum Support Services
- Salvation Army Housing
- Salvo Care Eastern
- Victorian Aboriginal Child Care Agency

Supporting Partners:

- Department of Families, Fairness and Housing.
- Gippsland Children's Resource Coordinator (auspice Uniting Vic Tas)
- Principal Strategic Advisor – Family Violence (auspice Gippsland Women's Health Service)

Facilitated and Coordinated by:

Gippsland Homelessness Network Coordinator (Auspice Quantum Support Services)

Review and amendments of manual:

This manual is reviewed and amended by the above listed partners through the Inner Gippsland Local Area Services Network. Any changes identified by the LASN will be administrated and drafted by the Gippsland Homelessness Network Coordinator as the facilitator of the Inner Gippsland LASN. When changes are endorsed by the LASN partners the amendments will be entered in a new version of the document and then circulated to all funded Homelessness Services.

If the reader of this manual notes any discrepancies or inconsistencies in this document, they are encouraged to contact the Gippsland Homelessness Network Coordinator (Phone 0400 600 068). Proposed amendments will then be tabled on the next Inner Gippsland LASN agenda, for discussion.

Dispute resolution between partners:

In the event of any dispute between members, the following process will be followed:

- Wherever possible the party with the grievance will raise the issue with the relevant individual/s and seek to resolve it informally at an operational level level.
- Where a dispute is unable to be resolved the issues should be escalated to next line of management.
- If the above processes do not resolve a dispute within the agencies, an independent mediator may be appointed or referred to the Department of Families Fairness and Housing, Agency Performance and System Support team.

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Glossary & Definitions:

Term	Definition
AIHW	Australian Institute of Health and Welfare. An independent statutory agency, which produces authoritative and accessible information and statistics to support decisions about policy and service delivery, leading to better health and wellbeing for all Australians. Data collection agency for Homelessness.
APTCH	A Place to Call Home. DHHS funded activity number 94654. Support for families in housing crisis to successfully transition to secure long-term housing.
ATAR	Aboriginal Tenancies at Risk supports and advocates for Aboriginal People to establish and maintain tenancies through individual support.
CHL	Community Housing Limited. Homelessness service provider.
CHP	Council to Homeless Persons. Peak Body representing organisations and individuals in Victoria with a commitment to ending homelessness.
Client Support	Case management support for individuals and families experiencing or at risk of homelessness.
Consent	Permission granted in full knowledge of the possible consequences, typically that which is given to homelessness services by service users.
CRC	Children's Resource Coordinator. Regional representative of the State-wide children's services, to offer support and brokerage for children accessing homelessness assistance.
DFFH	Department of Families Fairness and Housing. Primary funding and monitoring body for Victorian homelessness services.
Emergency Accommodation	Short term crisis accommodation (hotel, caravan park etc) offered to individuals and families who are experiencing homelessness.
E-Referral	Electronic referral process for the sharing of information for referral between homelessness service providers.
First Contact Screening	First attempt to identify most appropriate support for those seeking assistance. First contact staff i.e. receptionists and duty workers.
Flexible Funds	The use of identified funding in a flexible manner to secure reasonable outcomes for individuals and families.
GHN	Gippsland Homelessness Network is the combination of the Inner and Outer Gippsland Local Area Services Networks. This is governed by a steering committee convened by the Network Coordinator.
HEF	Housing Establishment Fund a grant program to assist service seekers to access or maintain private rental housing or emergency short-term accommodation.
IAP	Initial Assessment and Planning. Provides an assessment, housing information and assistance to individuals and families in housing crisis.

Term	Definition
IAR	Initial Assessment and Referral form is the tool used in Inner Gippsland's Launch site for Initial Assessment and Planning.
IG	Inner Gippsland local department of families, fairness and housing area. Including the local government areas of Latrobe, Baw Baw, Bass Coast, Sth Gippsland.
IR	Interim Response is the short-term support offered to individual's and families who have been assessed as eligible for homelessness support but are awaiting allocation to client support.
LASN	Local Area Services Network has a representative from each of the homelessness funded services within a DFFH area. The network focuses on service collaboration and improvement related to homelessness.
Launch site	2016-2019 Homelessness and Social Housing Reform test site. Inner Gippsland, Brimbank Melton and Hume Moreland.
MOU	Memorandum of Understanding. An agreement between parties, it outlines the agreed common line of action.
NPAH, NAHA	National Partnership Agreement Homelessness. COAG agreement which began in 2009 initiating a whole of government approach in tackling housing affordability and homelessness.
SHIP	Specialist Homelessness Information Platform. Is the primary client management system, administered by AIHW.
SHS	Specialist Homelessness Services is the provision of support and assistance for those experiencing or at risk of homelessness. It is the common collective term for homelessness services.
Tenancy Plus	Formerly known as the Social Housing Advocacy and Support Program (SHASP). The program aims to prevent homelessness by assisting people to remain in their housing.
THM	Transitional Housing Management is supported short-term accommodation program. It acts as a stepping stone to more permanent housing in public housing, community housing or the private rental market.
TOR	Terms of Reference. Defines the purpose and structures of a project, committee, meeting, negotiation which outlines agreed terms of working together.
Transition Groups	These are the think tank groups established in the Homelessness and Social Housing Reform – IG Launch site. These groups will continue prioritised work beyond launch site. For further details see the TOR for the transition groups.
X-Regional Referral	The agreed processes for sharing of information and details of assessment between homelessness services across all local areas.

GOVERNANCE & PARTNERSHIP

GOVERNANCE & PARTNERSHIP

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Governance & Partnership
Introduction (Partnership and Collaboration)

Inner Gippsland Homelessness Service providers work in partnership and collaborate, to offer quality, flexible and improved assistance and support for people in the Local Government Areas of Bass Coast, Baw Baw, Latrobe & South Gippsland experiencing homelessness. The Inner Gippsland Homelessness Practice and Partnership manual is developed to guide the day to day operation of Homelessness service provision. The information in this manual is a summary of guidelines, protocols and partnership agreements which under pin Homelessness assistance and support in Inner Gippsland.

This manual should be read in conjunction with the Homelessness Services Guidelines and Conditions of Funding May 2015.

This manual is a revision of the Inner Gippsland Local Area Services Network – Opening Doors Service Coordination Practice Manual 2017. All documents referenced in the development of this document are attached in the final section of this manual titled "References".

Background
Opening Doors Framework (2005)

The Opening Doors framework was developed in 2005/06 after consultation with the community sector, in response to the 2002 Victorian Homelessness Strategy. The framework was piloted over 2006-2008. Phase one, area-based service coordination, has remained in place and is still operational today. It operates as a practice and systems approach with ambition to provide timely and effective access to homelessness and social housing services for people seeking assistance. Phase two, expansion of the framework to include mainstream and allied services, was not fully achieved. Opening Doors established and implemented the initial assessment and response team, resource register and Local Area Services Network. Evaluation reports related to the Opening Doors Framework have not been released. The Inner Gippsland Local Area Service Network remains active and utilises the practice framework.

Homelessness and Social Housing Reform – Launch site (2016 -2019)

Inner Gippsland, Brimbank Melton and Hume Moreland were identified as launch sites in 2016, as a part of the Homelessness and Social Housing Reform. The launch sites were tasked with co-designing and testing activities in four key service elements, Flexible Funding, Access & Pathways, screening & Assessment and individuals and families support. The Launch sites were an opportunity to extend on the work of the Opening Doors framework. Inner Gippsland have chosen to continue some activities from the launch site beyond the 2019 end date. This work will transition to the Inner Gippsland LASN and will review in June

2020 in line with the proposed end date of the Victorian Homelessness Accommodation and Support Evaluation.

Homelessness Network's

Networks have been established to provide an opportunity for all homelessness services to come together at a local (Inner Gippsland Local Area Services Network), regional (Gippsland Homelessness Network – Steering Committee) and state (Victorian Homelessness Network) level to strengthen responses to individuals and families who are homeless or at risk of homelessness. Although participation in the state and regional networks is optional, funded homelessness services are required to participate in the Local Area Service Networks as per their funding and services agreement.

Members enter into a Memorandum of Understanding which guides governance and processes. Each MOU is reviewed every 18 months.

The Inner Gippsland Local Area Service Network works to:
- Build consistency and quality of service delivery practices amongst partner agencies.
- Undertake data monitoring and consumer satisfaction review for the purposes of identifying gaps and trends in service provision,
- Make evidence-based recommendations to the Homelessness and accommodation support unit and peak bodies about responses to service gaps and trends.
- Workforce skill development Training
- Review and endorsements Proposals for future improvement
- Document and guidance management
- Ensuring experience are reflected through homelessness count and consumer participation

Gippsland Homelessness Network Coordinator – role and responsibilities

The Gippsland Homelessness Network Coordinator (GHNC) is a resource to the homelessness sector operating in the Gippsland Region. This role offers information and resources to assist people working in Specialist Homelessness and Family Violence Services, in the areas of service collaboration, Advocacy and Workforce Development. The GHNC is the GHN contact and representative for media and communications.

Department of Families Fairness and Housing - roles and responsibilities

The Department requires that organisations and practitioners providing services to the community are fit for purpose and meet standards of acceptable governance, safety and protection for Victorians. By participating in the LASN the department offers information and guidance which supports these standards.

This role acts as a co-opted non-voting member of the Local Area Services Network

Gippsland Children's Resource Coordinator – roles and responsibilities

The Children's Resource program aims to improve service delivery for children and young people accessing homelessness and family violence services with their family. The Coordinator provides resources, training, information, and secondary consult. They can improve service provision and advocacy to raise awareness of the issues facing children and young people. Brokerage is available through the CRC to assist children and young people to engage in and maintain their education and facilitate access to social, recreational and support opportunities.

This role acts as a co-opted non-voting member of the Local Area Services Network

Principal Strategic Advisor Family Violence – roles and responsibilities

The Principal Strategic Advisor (PSA) (Auspiced to GWH), represents the Gippsland Family Violence Alliance (GFVA) in the Homelessness Network. The GFVA is 31 organisations who work to integrate family violence reforms, identify and address systems gaps, build capacity and advocate at both a local and state level for regional issues. The GFVA has committed to support the Homelessness and LASN's in their strategic priorities and advocacy.

This role acts as a co-opted non-voting member of the Local Area Services Network

Peak Bodies – roles and responsibilities

A Peak Body is a non-government organisation that has membership of entities with allied interests. Peak Bodies provide a one stop shop for government and the sector to share information and experience. Peak bodies advocate and educate through research and development.

The key peak bodies for the LASN are:

State:
- Council to Homeless Persons
- Community Housing Industry Association
- Domestic Violence Victoria
- Victorian Council of Social Services
- Centre for Excellence in Child and Family Welfare

National:
- Homelessness Australia
- Australian Council of Social Services

Peak bodies are not a voting member of a Local Area Service Network, however the LASN is an important forum for Peak bodies to consult with the homelessness sector.

Data Collection

Current processes for submitting data is dual track to the Australian Institute of Health and Welfare (AIHW) and Department of Families Fairness and Housing continues.

Local data for analysis will also be collected via the following methods:

- Sharing of LASN data
- Regular reports from LASN participant agencies indicating the level of unmet demand,
- Regular reports from the THM services indicating the amount of money spent on emergency accommodation,
- Reports generated from state and federal government showing the level of funding expenditure,
- Reports from St Kilda Crisis Contact Centre, upon request, outlining the number of after-hours individuals and families from this LASN,
- Report generated from consumer participation initiatives.
- Reports from Peak bodies including the Council to Homeless Persons.

The collation of this data will form the basis of reviewing the current practices and overall model of service delivery in Inner Gippsland, along with advocating for increased resources from funding sources.

Consent

As early as practicable written consent needs to be sought from the individuals and families. Consent is freely given agreement to the sharing of information for referral or de-identified statistical reporting to the Australian Institute of Health and Welfare (AIHW). Agencies will have their specific individuals and families consent form, however it must include at a minimum the information in *(Appendix 1)* the attached template.

Where written consent is unable to be obtained, verbal can be given, but should be clearly noted in the case recording. Where an individuals and families do not appear able to understand or give informed consent team/practice leader should be consulted. Options may be to set another time for the individuals and families to return, contacting of specialist including mental health, interpreters, parents or care givers.

Consumers Right to Service

Homelessness Services are to be provided in a respectful manner consistent with Consumer's rights including:
- Ensuring social justice, human rights, access and equity, dignity, respect and an individually responsive service provision.

- Active participation of individuals and families in any actions/decisions affecting their lives.
- Individuals and families are fully informed of available options, policy, and services offered.
- Making client files available and allowing opportunities for client feedback as per privacy principles.
- Providing appropriate and security in service and accommodation.

Restriction of service

Historically agencies have created exclusion rules for several reasons such as to target resources to the people assessed as most in need and to manage demand. Another reason for potentially restricting service is to manage worker and others risk and for "occupational health and safety concerns".

While these are all reasonable and necessary objectives, practices intended to achieve these can become unfair and counter-productive over time. Agencies and workers can lose sight of the original rationale for an exclusion rule, and indiscriminately and universally apply that rule so that it becomes entrenched in practice, without any evidence of effectiveness.

It is crucial to distinguish between the limit's agencies impose to prevent overloading their capacity at any given time, or to discharge their duty of care to both staff and individuals and families, from practices that prevent people from receiving assistance.

The onus is on each agency to provide transparent reasons for any exclusionary practices that may be taking place.

The LASN, will map limitations and trends in many areas including restriction of service and will work with partners to ensure qual and quality access to service for individuals and families.

Consumer Participation and Advice

The voice of the consumer is important in the designing, reviewing, testing and actioning improved ways of working in homelessness services. Inner Gippsland maintains a strong relationship with the Council to Homeless Persons – Peer Education and Support Program. During launch site Inner Gippsland employed a PESP member to assist in the co-design process. Inner Gippsland LASN in hopeful to expand its consumer participation work in the future.

Workforce Capacity Building

Effective Workforce planning considers both recruitment and retention. Inner Gippsland is committed to its workforce and it remains a priority in the GHN strategic plan. The Inner Gippsland LASN offers several forums to increase workforce capacity including:

Practitioner Forums

Practitioner forums are facilitated by the Gippsland Homelessness Network Coordinator a minimum of twice per year. Forums are an option for homelessness staff to connect, network, learn about the work of colleagues in Homelessness and allied services. Agencies are encouraged to support their staff to participate in these forums, to strengthen partnership and collaboration across Inner Gippsland.

Training

It is the responsibility of homelessness agencies to ensure their staff are fully trained in all aspects of service delivery related to their role. The provision of ongoing training is an effective way to ensure staff are up to date with current good practice and processes. The Specialist Homelessness Services *Training Hub* facilitated by the Council to Homeless Persons may be of assistance in maintaining staff skills.

Communication, Media & Advocacy

Each LASN member agency has their own internal media and communications policies and processes. Any area or regional media enquiries relating to homelessness issues and trends can be directed to the Gippsland Homelessness Network Coordinator, who has authorisation from the members of the steering committee to make broad comments in relation to Gippsland and other state-wide messaging. This work includes development of media releases for Homelessness Week.

ACCESS TO SERVICE

This section includes the homelessness entry points.

Access & Referral

Homelessness Entry Points

Entry points are the first point of contact for people accessing the homelessness service system. It is where individuals and families will receive a screening, an initial assessment of their needs, and a plan developed to assist them in meeting their own needs.

Entry points are to have staff available **9am to 5pm Monday to Friday**. Staff are to be available via the **free call 1800 825 955** and answering machines are not to be used during business hours.

NB: All individuals and families are to be offered a screening and Initial Assessment regardless of the resources available in the local catchment area.

Inner Gippsland Entry Points:

Local Government Area	Homelessness Agency
Latrobe	Community Housing Limited 14 Church St, Morwell Phone 5120 4800
Baw Baw	Salvo Care Eastern Quantum Support Services 36 Williams St, Warragul Phone 5622 7000
South Gippsland & Bass Coast	Salvo Care Eastern 2 Long St, Leongatha Phone 5662 6400

Free-call Phone Number - 1800 825 955

The Opening Doors initiative is supported by the provision of a state-wide free-call (1800) telephone number that directs individuals and families who ring from a landline to their nearest entry point based on the post code from where they are ringing.

While St Kilda Crisis Contact Centre has been contracted by the Department of Families, Fairness and Housing to manage the free-call service, it should be noted that they only accept calls from individuals and families after hours and on weekends and public holidays. During business hours, all calls are routed to the most appropriate entry point based on the location of the caller.

Agencies will advertise both their local contact number and the free-call number when developing promotional material.

SCREENING & ASSESSMENT

SCREENING & ASSESSMENT

SPECIALIST ASSESSMENTS

AFTER-HOURS RESPONSE

Screening & Assessment

Screening

Screening determines whether individuals or families seeking assistance are homeless, at risk of homelessness or in need immediate assistance to secure accommodation or other specialist assistance. Screening assists to manage the volume of individuals and families at the entry points and to determine the initial response individuals and families need.

Screening activities may include:

- clarifying what the individual or family need and the most appropriate pathway to meet those needs.

- offering basic advice including wait times, and information required to take the next steps in securing assistance.

- helping to navigate the local service system to best meet the needs identified.

First Contact Screening

Screening is assisted by using the First Contact Screening Tool *(Appendix 2)* developed in the launch site). The tool screens for identifiers of Family Violence, age and aboriginality to ensure appropriate referral to the Orange Door, Kurnai Youth homelessness service or Initial Assessment and Planning, at a Homelessness assistance Entry point. The FCS questionnaire is supported by a flow chart which lists the appropriate business or after hour's contacts.

Given screening is often completed by reception staff as the first point of contact, in person or via phone, confidentiality and privacy for the individuals and family's needs to be considered.

Initial Assessment and Planning

At initial presentation for assistance at a homelessness Entry point, an assessment will be undertaken by an IAP worker to determine eligibility for transitional housing or homelessness and/or support services. Please ensure consent is obtained before proceeding with assessment. Please see above information on informed consent.

Assessment will be completed on the Initial Assessment and Referral tool *(Appendix 3)*. The tool is designed to identify vulnerability early, encourage referral to specialist services where required, improve data quality and includes guidance notes for IAP workers. The IAR tool encourages IAP staff to consult with their team/practice leaders at key review points related to Mental Health, Family Violence and Child Wellbeing.

Initial Assessment determines the most immediate homelessness related needs, risks, safe housing for the night, basic needs – food hygiene, material aid or need for specialist support.

What is Initial Assessment and Planning?

Initial Assessment and Planning (IA&P) provides an immediate response and access to the homelessness service system. The idea is to have a conversation with the individuals and families and get them to tell their story in their own words. Planning then builds on the individuals and families' own strengths and skills to deal with their homelessness and housing related issues.

What does Initial Assessment and Planning involve?

The initial assessment and planning process can be broken down into the following steps:

Introduction
As an introduction the worker must inform of all below:
- ask the individuals and families if there is anything more important they need to address right now. Including safety of belongings, pets, other appointments or collecting children from school etc.
- explain roles, responsibility and relevant documents related to the Initial Assessment and Planning.
- provide their name and explain their role and their capacity and limitations in assisting with the resources available on that day.
- explain the agency's confidentiality and duty of care policies.
- be honest and transparent about their role.
- ascertain that the individuals and families want assistance.
- establish that the individuals and families are comfortable with that worker. Where possible, try to offer options about the gender and age of the worker.

Begin a needs conversation
- encourage the individuals and families to explain their situation, and what they need, in their own words.
- determine the household composition (including children), their names and ages. Make sure to include people who are not present.
- coherency of speech and thoughts
- level of emotional distress
- extremes in energy levels (high or low)
- very pale or very flushed skin/face
- distraction
- particularly wild gestures or extreme lethargy
- inappropriate dress for weather conditions.

Ascertain if there is potential harm to self or others, or for harm from others

Those who experience or at risk of homelessness can be at a much higher risk than the general population of experiencing violence, criminal involvement, exploitation, mental distress and deterioration of physical health.

These risks are reduced by addressing housing needs and offering support where required.

Make a collaborative safety plan with the individuals and families for known risks.

As per the Initial Assessment and Referral review points, any concerns relating to family violence, child well-being, mental health or alcohol and drugs should be reviewed with the practice or team leader on duty that day.

Where risks are identified, workers with the support of their direct line manager should provide the best response possible within the limits of appropriate resources. Clear, concise case notes are important for recording the options given by the worker and choices made by the individuals and families, and the necessary follow-up work.

Clarify needs and risks
Before ending the assessment, the worker should:

- clarify their understanding of the initial need's conversation.
- tease out the situation if it is not clear.
- not pressure individuals and families to disclose more information.
- explain that they are concerned about the individuals and families' safety and that they want to offer the best possible response to their needs.
- reiterate the agencies capacity and limitations in assisting with the resources available on that day.
- confirm any safety or action plan with the line manager at the time.

The worker should prioritise needs:
- remember the individuals and families should be the person making the decisions about the relative importance and urgency of the issues.
- establish what is most important for the individuals and families whilst considering any risks as a key priority.
- determine what must be done first.
- clarify what must be done today.
- prioritise individuals and families' issues so that the most important can be addressed first.
- Utilise the prioritisation process to address needs that cannot be met immediately.

Specialist Assessments

Specialised services have expertise working with target groups and/or in the provision of specialised responses. Where possible, individuals and families should be offered a specialist response appropriate to their issues.

Specialised services are also available for secondary consultation to assist in assessments and planning for individuals and families receiving a service at the entry point.

Specialised services in Inner Gippsland LASN include:

Specialist Assessment Area	Agency
Family Violence, victim survivor, perpetrator and Child Wellbeing including Aboriginal individuals and families.	The Orange Door 163 Princes Dr, Morwell Phone 1800 319 354
Aboriginal Youth Homelessness	Victorian Aboriginal Child Care Agency 25-27 Rintoull st, Morwell Phone 5135 6055
Mental Health, Alcohol and other drugs	ACSO 3/35 Grey St, Traralgon Phone 1300 022 760 or 5172 2900

The Orange Door – Family Violence and Child Wellbeing

Formerly known as the Support and Safety Hubs will Inner Gippsland is one of the first five launch sites for the Orange Door.

The Orange Door provides women and children experiencing family violence, and other families in need of support, with quick and simple access to the support and safety they need via access to highly skilled workers that are integrated into the broader social service and justice systems.

This specialist intake and assessment services provide victim survivor and perpetrators an assessment of risk and needs and plan the best service response. Bringing together expertise in family violence, family services and perpetrator interventions will create a multi-disciplinary approach to providing safety and support. The Orange Door supports stronger collaboration, combining different expertise, perspectives and specialisations.

The Inner Gippsland LASN remains committed to partnering with the Orange Door to offer smooth and seamless transition to the most appropriate supports for individuals and families.

An Orange Door and Homelessness Intersect document is being developed to assist in guiding the practice and partnership between the services. Whilst the intersect document is being developed homelessness services are encouraged to engage with their line manager and where necessary refer query to the identified transition group and its members to develop a strong approach.

The Inner Gippsland Orange Door can be accessed by:

Free Call: 1800 319 354

AHS – Safe Steps 1800 015 188
163 Princes Drive, Morwell
iga@orangedoor.vic.gov.au

State-wide Children's Resources Program

The Children's Resource Program aims to provide a response to children experiencing homelessness to reduce the impact of trauma on their immediate and long term emotional and physical wellbeing.

The service also aims to improve the knowledge, skills and confidence of the Specialist Homelessness Sector in providing support to children and families who are homeless or at risk of homelessness.

The Children's Resource Program assists Specialist Homelessness agencies to deal with the needs of children who accompany adults in homelessness and provides the sector with information, resources, training and brokerage.

The Children's Resource Program also provides support to the Specialist Homelessness Service sector by providing secondary consultation to practitioners with the opportunity to consult around issues that have presented for the child within the family group. This is done through one on one contact, via phone, email or through inter agency contact. Any issues that the practitioner is unsure about can be discussed with the Children's Resource Coordinator to determine better outcomes for the child and family by encouraging referral to other suitable service providers or funding sources where appropriate.

Regional Children's Resource Program Coordinators will assist referring agencies with information on other options that may be available to meet the child's needs.

Gippsland Children's Resource Coordinator can be contacted on 5144 7777.

After-Hours Response

Phone 1800 825 955

The Department funds The Salvation Army, St Kilda Crisis Centre (St Kilda Crisis Centre) to provide a coordinated housing response to people seeking emergency accommodation outside of business hours.

The after-hours service was established to:

- provide a homelessness response from Monday to Friday from 5pm to 9am and from 5pm Friday to 9am Monday and all day and night over public holidays

- provide people without safe accommodation with emergency accommodation, which includes purchase of overnight accommodation and or a referral to a crisis accommodation service

- coordinate a pathway to local homelessness and/or community services for people seeking assistance outside of business hours.

St Kilda Crisis Centre will outline the following rules to all individuals and families accessing overnight crisis accommodation:

- the motel room will be provided for the individuals and families only and not for their guests.

- the arrangement is for room only, and only for the agreed number of nights.

- strictly no alcohol or mini-bar access allowed.

- substance affected people will not be accommodated.

- phone calls are not covered within the cost of an individuals and families' accommodation. If an individual or family wishes to make phone calls, they must arrange this with Motel Staff at their own cost.

- behaviour must, always, be respectful of surrounding occupants and Motel staff, and not include any unlawful activities or criminal damage.

- police will be called for any unlawful activities, rowdy behaviour, wilful damage or major disturbances caused by the individuals and families or any of their visitors.

- additional nights of accommodation will only be provided with the approval of the relevant Transitional Housing Manager.

- if any of the above rules are breached – Police may remove the individuals and families from the Motel immediately and further accommodation options may not be made available.

Following an individuals and families accessing after-hours accommodation, the St Kilda Crisis Centre will advise the appropriate entry point the following day enabling entry point staff to make contact and follow up with the individuals and families. Payment of after-hours invoices is the responsibility of the THM.

INTERIM RESPONSE

INTERIM RESPONSE

Interim Response

The Opening Doors Framework defines interim response as a strategy to provide service continuity to people seeking assistance when there are no appropriate or available resources.

The main functions of interim response are remaining engaged with the individual/households who have been assessed and are awaiting housing and/or support and to monitor their situation for any changes and/or assisting at-risk individuals and families to prevent homelessness.

Interim response work *may* include but is not limited to:
- staying in contact with people temporarily housed in purchased emergency accommodation (i.e. caravan parks, motels and rooming houses),
- assistance with housing applications and transfers (where appropriate),
- where possible, acting as a contact point for messages and correspondence,
- financial assistance through material aid or negotiating with Centrelink and debtors,
- referral as required to services such as legal, health, counselling or family support,
- referring people for case-managed support and transitional housing and maintaining a relationship with them while they await a service.

Prioritisation

Interim response involves two streams depending on the level of need an individuals and families requires. These streams have been defined as level one and level two.

Decision pathway for prioritisation of individuals and families

Initial assessment worker determines need for further support or interim response and decides if it falls into three broad categories:
- no likely support needs or individuals and families does not wish to be supported
- low support needs/low vulnerability
- high support needs/high vulnerability

Screening & Assessment (Entry point)		
Low need	**Moderate need**	**High need**
Interim response provided by entry point	**Interim response provided either by entry point or referred to support agency in that target group (depending on respective capacities).**	**Ideally, make referral directly into case management support. Otherwise, referred to support provider for continued interim response.**

Level One Interim Response

Level one IR the development of a course of action to access services or prevent homelessness, including active referral to appropriate housing, support and material aid services. It is a minimum standard provided to all individuals and families who access an entry point. Activities may include, but are not limited to:

- placement in emergency short-term accommodation and subsequent exit planning, outreach (where available) and follow up.
- monitoring while the individuals and families waits for other services.
- safety planning.
- access to food, clothing, personal hygiene etc.
- assistance to secure and/or maintain accommodation including private rental accommodation.
- assistance to secure community-managed housing.
- assistance to prevent homelessness occurring.
- financial assistance for housing-related needs.
- referral for assistance with legal issues.
- housing advice and information.
- advocacy/liaison
- emotional support.
- secondary consultation regarding housing issues.

Level Two Interim Response

Level two IR involves provision of a service to individuals and families assessed as requiring a more in-depth response than can be provided at an entry point. Activities may include but are not limited to:

- a short-term case coordinated response (where capacity exists at the support agency)
- assistance with Office of Housing applications and transfers (where appropriate)
- assistance with securing private rental where the individuals and families requires more assistance than can be provided by office based (entry point) staff
- transportation of individuals and families, and
- outreach to individuals and families living in crisis accommodation.

Where a level two interim response is offered, a prioritisation process must occur to determine the individuals and families most in need of a service.

Who undertakes Interim Response?

Level one interim response is undertaken by entry point workers while a Level Two response is delivered by homelessness-funded services, and/or dedicated interim response workers.

Referrals for level two interim responses are made to an appropriate homelessness support agency. If this is a homelessness-funded support they will then prioritised and allocated based on their own capacity utilising the decision pathway for prioritisation table, above.

Where a referral is made to a support agency for level two interim response, and that agency is unable to provide an immediate service, the following process occurs:

- the support agency will add the individuals and families to a waiting list.
- while awaiting allocation to a worker, the entry point will continue to provide a minimum level of response to the individuals and families.
- when an entry point staff member has contact with individuals and families awaiting interim response allocation, any updated information on the individuals and families will be communicated to the person responsible for the waiting list as soon as possible after contact. This communication should be in writing (email).
- once an individual or family is allocated an interim response worker (level two). The entry point agency will be advised, and level one interim response can cease.

Closing Level One Interim Response

Individuals and families receiving Level One Interim Response from an entry point will have their level of contact determined by their prioritisation level based on their initial assessment. The level of contact will vary from quite regular contact (i.e. twice per week) to greater lengths of time between contact (i.e. monthly contact) and will be affected by their current accommodation situation combined with their level of vulnerability.

All contact will be made from the agency to the individuals and families. Agencies will not require the individuals and families to make the ongoing contact to maintain a service.

When an individuals and families are no longer receiving Level One Interim Response, the outcome of their situation will be determined under the following categories:

- non-engagement - individuals and families cannot be contacted after three attempts or is contacted and advises that they no longer wish to receive a service.
- promotion to Level Two Interim Response – the individual or family's accommodation situation and/or vulnerability escalates and requires a Level Two Interim Response, which is arranged via a referral to an appropriate support service
- transitional Accommodation – the individuals and families is successful in securing transitional accommodation.
- family and Friends – the individuals and families is accommodated with family and/or friends and is considered stable.
- social Housing – the individuals and families is successful in obtaining public or community housing.
- private Rental – the individuals and families are successful in obtaining accommodation via the private rental market.

- relocated – the individuals and families has relocated out of the catchment area
- other – other outcomes not accounted for in the above list.

Individuals and families must be informed that they are able to re-present at the agency, or any other entry point, at any time to have their needs reassessed and a plan, which may include interim response, put into place.

REFERRALS

MAKING A REFERRAL

E-REFERRAL

REFERRALS FROM OUTSIDE THE AREA

ACCEPTANCE OF A REFERRAL

REFERRALS TO ALLIED SERVICES

Making a referral

All referrals made or received on behalf of individuals and families are actioned in the spirit of partnership and collaboration. Any challenges faced in referral processes should be approached with a solution focus, in trying to obtain the best outcomes for the individuals and families we assist.

Once initial assessment and planning has been undertaken, if it has been assessed as suitable in collaboration with the individuals and families that a referral for case management is required, then a referral will be made to a support agency. The Initial Assessment and referral form should be completed in consultation with the individual or family being referred, to ensure their needs and priorities are adequately conveyed.

If a referral is being made to homelessness support the Initial Assessment and referral tool *(Appendix 3)* will be used. If a referral is being made outside of the homelessness service sector, the Initial assessment and referral tool should be offered. If the service receiving the referral is unwilling to accept the IAR and requests a specific tool related to their service to action the referral instead, then that tool should be utilised. With the consent of the individual or family, information from the IAR can be transferred to the preferred referral tool.

E-referral

If individuals and families from other service catchments or interstate present at any given homelessness services, all efforts are to be made to provide the level of assistance appropriate to their needs. This is assisted by the Cross regional referrals and E-referral.

E-referral refers to an enhancement to the referral tab on SHIP that enables SHIP and SRS users to send, receive and respond to referrals from other SHIP/SRS users electronically.

The aim of this enhancement is to reduce the time in processing referrals and improve the security of individuals/family's personal information.

E-referral was to be rolled out by DHHS in two phases. Phase one was activated on the 1st July 2018. This means that SHIP/SRS users will be able to receive and respond to E-referrals but only Initial Assessment and Planning workers (IAP workers) will be able to send referrals.

At the time of printing this manual Phase 2 has not been activated.

Referrals from outside the area

Agencies often ask for proof that the individuals and families have a "link" to the area when assessing for resource eligibility in the belief that local resources should be targeted to local people, and that people have a greater risk of failing if they are housed in unfamiliar surroundings. This does not consider that many homeless people have no connection to any particular area, and others may be looking for a fresh start.

The Inner Gippsland LASN has agreed that individuals and families will be provided with a minimum level of service *regardless of their area of origin.*

Referrals for case managed support from out of the area will rely on the capacity of the agency accepting or rejecting the referral.

Inner Gippsland adheres to the state-wide cross–regional referral guidelines. This guideline is currently under review and are being updated by the Victorian Homelessness Network. This guideline is currently under review. The Victorian Homelessness Network has requested HaAS to update the guidelines.

Acceptance of a referral

Once a referral is received by the homelessness support agency, some follow up with the individuals and families or the referring worker may be required to clarify some further details and allow the agency to prioritise the individuals and families correctly and allocate the most appropriate case manager.

The Initial Assessment and Planning agency will keep a waiting list of individuals and families seeking case managed support and will prioritise and allocate off this list as per the procedures.

In the interests of inclusive service to individuals and families, when a referral is prioritised and allocated to a case manager, the support agency will advise the referring agency (usually an entry point), providing details of the case manager involved. This information can then be updated on the individuals and families' original file at the referring agency, and interim response to that individuals and families can cease.

Referrals to allied services

Referrals will not only be made to the Homelessness client support programs, but also other allied services. It is important to engage with the services to whom you intend to make the referral. It is important to confirm the preferred referral process, forms etc for the receiving service are correct. This work will assist with the smooth transition for individuals and families, it will also assist with warm referral processes.

CLIENT SUPPORT & CASE MANAGEMENT

CLIENT SUPPORT & CASE MANAGEMENT

INNER GIPPSLAND HOMELESSNESS ACCOMMODATION CROSS TARGET SUPPORT PROVIDERS

INNER GIPPSLAND SPECIALIST SUPPORT SERVICES

YOUTH RESIDENTIAL BUILDING

ENHANCED HOUSING PATHWAYS (PRISON EXITS) – COMMUNITY HOUSING LIMITED

BRIEF INTERVENTION – COMMUNITY HOUSING LIMITED

MULTIPLE AND COMPLEX NEEDS INITIATIVE (MACNI)

Client Support & Case Management

Client support is a collaborative and planned approach to ensuring an individual or family who experiences homelessness gets the services and support they need to move forward with their lives. The support offered is to be individuals and families centred with the establishment of clear case plan goals which empower people to draw on their own strengths and capabilities. The support should be timely and offered with respect.

Each support provider is guided by their own internal case management process, which considers the core expectations of individuals and families support and case management outlined above.

Individuals and families Support and case management in Inner Gippsland is offered through a variety of funded services which include. Referral to these support providers is via the Homelessness
Entry points.

- Homelessness Accommodation Cross Target Support (Any age)
- Intensive Case Management Initiative (Those requiring complex cases management South Gippsland and Bass Coast Only)
- Youth Homelessness Outreach (15-21 years Latrobe only)
- Kurnai Youth Homelessness (Aboriginal Youth 15-24 years Latrobe and Baw Baw only)

Inner Gippsland Homelessness Accommodation Cross Target Support Providers

Local Government Area	Homelessness Agency
Latrobe	Quantum Support Services 227 Princes Dr, Morwell Phone 5120 2000
Baw Baw	Quantum Support Services 36 Williams St, Warragul Phone 5622 7000
Sth Gippsland & Bass Coast	Salvo Care Eastern 2 Long St, Leongatha Phone 5662 6400

Inner Gippsland Specialist Support Services

Specialist Support	Homelessness Agency
Youth Homelessness Outreach (Latrobe Only)	Quantum Support Services 227 Princes Dr, Morwell Phone 5120 2000
Kurnai Youth Homelessness (Aboriginal Youth 15-24 years Latrobe and Baw Baw only)	Victorian Aboriginal Child Care Agency 25-27 Rintoull St, Morwell Phone 5135 6055
Intensive Case Management Initiative (Those requiring complex cases management Sth Gippsland and Bass Coast Only)	Salvo Care Eastern 2 Long St, Leongatha Phone 5662 6400

Youth Residential Building

Quantum's Youth Residential Building provides six-week crisis accommodation for 16 – 19 year olds. Residents are assisted to identify and secures long term accommodation whilst developing their independent living skills.

Enhanced Housing Pathways (Prison Exits) – Community Housing Limited

The enhanced housing pathways (launch site initiative) are a new way of improving housing and support outcomes for people exiting prison.

The program aims to:

- provide support for an average of six weeks, acknowledging that some people may only require short term interventions, while others require a longer period of support

- offer support to those recently released from prison who are experiencing or at risk of homelessness. EHP will receive referrals from prison based initial assessment and planning workers, community corrections and homelessness entry points.

- provide short term support to access private rental housing for people who are rental ready and have the capacity to live independently

- coordinate housing and support pathway (to transitional and long-term housing) and enhanced interventions for people with complex needs and at imminent risk of homelessness upon release while they await long term housing'

Brief Intervention – Community Housing Limited

Brief intervention (Launch site Initiative) support assists people who are homeless or at risk of homelessness to either maintain their existing tenancy or to secure a new private rental tenancy. People receiving brief intervention support should expect outcomes such as:

- support to sustain tenancies, repair their rental history and transition between tenancies
- assistance tailored to their needs, based on evidence of what works
- improved capacity to maintain a stable housing career
- reduce the demand on intensive resources
- improved access to affordable and appropriate private rental housing.

Referrals are received from homelessness entry points.

Multiple and Complex Needs Initiative (MACNI)

MACNI is a time-limited specialist service for people 16 years and older, who have been identified as having multiple and complex needs, including people with combinations of mental illness, substance abuse issues, intellectual impairment, acquired brain injury and forensic issues. Often these individuals pose a risk to themselves and to the community.

Given the complexities these individuals face, homelessness is commonly a contributing or resulting factor. As a result, homelessness services may be invited to assist with MACNI service plans.

The panel considers referrals from individuals or practitioners in cases where it is believed multi-disciplinary and multi program perspectives could benefit the client or care team.

The Complex Client team facilitates these panels and triage's the referrals.

The Complex Needs Panels is responsible for endorsing eligibility for MACNI clients and reviewing MACNI service plans also.

Tenancy

TENANCY

Tenancy

Tenancy Plus

The target group for this program is social housing tenants, establishing a tenancy or residing in long term community or public housing. Assistance includes, establishing a tenancy, intervening in a tenancy at risk, assisting with priority transfer or advocacy. Referral to the program is primarily the housing provider, however self and support agency referrals will also be accepted.

Aboriginal Tenancy at Risk

This program uses an intensive case management and support service model to assist Aboriginal people living in mainstream public housing community housing or Aboriginal Housing Victoria properties whose tenancies of emerging issues such as financial difficulty, neighbourhood disputes, drug and alcohol and mental health issues. Households are supported to stabilise their housing and retain their tenancies rather than leave the property or risk eviction.

Support for High risk tenancies

The Support for High Risk Tenancies Program aims to coordinate support to public tenants, with complex needs and with a history of disengagement that is placing their tenancy at risk, to sustain their tenancy and prevent homelessness.

The program provides a point of contact in Department of Families, Fairness and Housing divisions where department housing staff can gain support and advise when tenants are at risk of homelessness.

Divisional program coordinators work with government and community organisations to develop client support plans that coordinate cross sector responses to tenant need. These plans can be supported by allocations of funds from the program's brokerage funding. Brokerage funding can be used for services to assist the tenant to address the issues that are placing their tenancy at risk, including training and mentoring to develop the tenant's life and household management skills.

Tenants being referred to the Support for High Risk Tenancies divisional coordinators are generally characterised by some of the following:

- do not respond to multiple intervention attempts

- have extraordinary difficulty accessing required interventions

- have exhausted many of the common interventions for their presenting behaviours or circumstances

- those for whom the service system has experienced ongoing difficulty with engagement including assertive outreach

- have evidence of enduring and repetitive poor outcomes

- are experiencing multiple and repetitive crises

- those for whom there is a multiplicity of views among program/service providers regarding the most appropriate service response(s) and no clear agreement on a way to proceed

Eligibility for referral to divisional coordinators would include identification as high-risk and the persistence of multiple problems that endanger the tenancy post-intervention by the Department's housing program or a support provider.

Client referral by other programs could be determined by the multiplicity and extent of intractable or irresolvable client problems despite service intervention.

The Support for High Risk Tenancies Program referral form has been designed to ensure that the Support for High Risk Tenancies Program coordinators are sufficiently informed about the tenants' issues, the referring organisation/program and their role in supporting the tenant.

TRANSITIONAL HOUSING MANAGEMENT

TRANSITIONAL HOUSING MANAGEMENT (THM)

ALLOCATION OF TRANSITIONAL HOUSING PROPERTIES
JOINED-UP INITIATIVES
CRISIS PROPERTIES
YOUTH PROPERTIES
A PLACE TO CALL HOME (NPAH)

VACANCY MANAGEMENTS SYSTEM

CASE CLOSURE & WITHDRAWAL OF SUPPORT

Transitional Housing Management (THM)

Transitional Housing vacancies are to be advertised on the Victorian Management System (VMS). It is expected that an individuals and families have case management including case plan. It is a condition of tenancy that an individuals and families remain engaged with support for the duration of their tenancy.

Allocation of Transitional Housing Properties

Please note: This is the process for general stock only. Processes for crisis and youth properties will be outlined in specific sections of the manual.

- properties, once they become vacant/untenantable, will be listed on the VMS

- Nominations will be accepted until 12pm 2 weeks from the date advertised on the VMS.

Workers applying for transitional accommodation on behalf of a consumer will need to supply a *Transitional Housing Application and Summary (Appendix 5)* and the *Transitional Nomination Support Agreement (Appendix 6)* should be attached to the Application. The Application will provide:

- demographic information
- housing history and barriers
- support needs, other circumstances and considerations, and
- Exit Plan

All nominations will be considered by the THM. The THM will aim to meet as soon as possible after the closing time and date for applications, ideally the same day (within 24 hours of closing). The THM will aim to allocate the property within 2 business days of the application closing.

A waiting list for transitional accommodation is not held. Every time a new tenantable property becomes available it will be listed on the VMS and workers will need to submit a new application on behalf of the consumer.

When an agency is seeking to refer a consumer to a transitional property vacancy outside their catchment area, the application must include a negotiated support plan in writing clearly outlining the roles and responsibilities of support providers. If an agency is unable to provide ongoing case management to a consumer outside of their catchment, then they must negotiate with the support agency closest to the property address to accept a referral for the consumer and commit to providing ongoing support. Without this negotiated agreement in writing and signed by both parties, the application for transitional accommodation will not be considered.

Housing reviews will be undertaken every 3 months with the tenant and support worker to ensure housing outcome/exit plan are progressing.

Joined-Up Initiatives

Joined-up initiatives are a process where programs are developed in partnership with relevant stakeholders to tackle interconnected issues and improve service delivery.

In Inner Gippsland LASN, most of the joined-up initiatives include the provision of transitional accommodation properties that a non-homelessness agency would have nomination rights over. This allows that agency to determine who goes into the property, with that agency being responsible for the case management of the individuals and families for the duration of the tenancy.

The following joined-up initiatives apply in this LASN:

- Leaving Care, Housing and Support
- Youth Justice Pathways Program
- Indigenous Leaving Care
- Drug and Alcohol Pathways Program
- Prison pathways/corrections
- Justice Housing Support Program (JHSP)

Where a joined-up initiative is in place, the responsibilities are as follows:

- The specialist support service is responsible for the provision of case-managed support for the duration of the tenancy.

- The Transitional Housing Management service is responsible for assisting the specialist support service with exit planning where homelessness is not the core business of that support agency.

- If the support relationship breaks down between the specialist support agency and the individuals and families during the tenancy, the individuals and families will be referred to another support agency, to assist in exiting into long term accommodation.

Crisis Properties

Allocation of Crisis Properties

- once a crisis property becomes vacant/untenantable, it will be listed on the Vacancy Management System (VMS)

- all crisis applications received will be considered in the same manner as a general THM. Applicants will need to be **private rental ready.**

- an appointment will be made at the THM as soon as possible to complete the appropriate documentation

Crisis properties are provided for short-term crisis accommodation to people who have a clear exit plan in place and who only require housing for a period of 12 weeks or less.

Where a tenant is unable to exit a crisis property within the proposed 12 weeks, the continuation of the tenancy is at the discretion of the Transitional Housing Manager. Application would then need to be made for general THM stock, to allow a longer tenancy.

Youth Properties

Latrobe Valley (Community Housing Limited)

Young people in Latrobe aged 15 to 25 who are homeless can reside in transitional housing for extended periods up to 18 months to two years on the basis that they are assisted by a homelessness case management service.

Due to differences in processes within each homelessness-funded agency and THM regarding youth individuals and families, the allocation of youth properties varies across the region. The processes by LGA are outlined below:

Latrobe Youth THM nominations are shared between Quantum Support Services and Victorian Aboriginal Child Care Agency. An MOU outlining equal access to Youth THM's is in existence.

Baw Shire, Bass Coast Shire & South Gippsland Shire (Salvation Army Housing)

- applications for youth properties are made in the same manner as the general properties. Once youth properties become tenantable, they will be listed on the VMS.

- not all youth properties require shared tenancies. However, when a shared tenancy is being considered, a compatibility assessment is undertaken by the case managers prior to the application being considered.

- where compatibility is an issue, applications are not considered anonymously.

A Place to Call Home (NPAH)

APTCH is available to women escaping family violence, aboriginal families and those who have long term experiences of homelessness. All households are required to be on an approved homelessness with support application. Under APTCH families in need of housing assistance will be provided with a THM tenancy and support for 12months. After the 12 months the property will be transferred with the tenants to public housing general rental stock. This avoids an additional move for the family, allowing for sustaining of community connectedness.

APTCH's objective is to reduce the level of homelessness in Australia and increase the likelihood of stabilising the assisted households lives by providing secure housing and

removing the need for households to move once their housing circumstances have been successfully stabilised.

Under the initiative, families in need of housing assistance will be provided with access to properties managed by Transitional Housing Managers and coupled with support for twelve months. The people living in these properties together with the property itself will then transfer to long term Public Housing after twelve months. The properties will be replaced by existing public housing stock

A critical component of the success *of A Place to Call Home* is the requirement for the original support agencies to continue to work with the family for up to a fourteen month period. Support agencies are best placed to nominate clients they are working with who would meet the eligibility criteria for allocation to the initiative's properties.

Vacancy Management System (VMS)

The homelessness Vacancy Management System (VMS) was introduced in December, 2020 as an integral component of the Specialist Homelessness Information Platform (SHIP) to replace the Opening Doors Resource Register (ODRR) previously accessed through the Department of Families Fairness and Housing (DFFH) Ebiz portal.

All homelessness funded agencies have access to the VMS, whether or not they use SHIP as their principal Client Management System (CMS).

It is the expectation of DFFH that all Service Networks incorporate the VMS into how services are delivered.

Details of all vacancies available in the area are to be listed on the VMS. There are eleven 'Vacancy Types' available, with the first three relating to accommodation:

- Supported Crisis Accommodation
- Supported Transitional Accommodation
- Longer Term Accommodation
- Support
- Brokerage
- HEART
- Interim Support
- Short Term Support
- Case Management
- Assertive Outreach
- FV Specialist Support

Case Closure & Withdrawal of Support

Occasionally a support agency is unable to continue working with a consumer, or the consumer chooses to withdraw from support. If this occurs while the consumer is a tenant in a transitional property, their tenancy will be in jeopardy.

If the consumer is in a transitional property and case-managed support is to be withdrawn, then it is the responsibility of the case manager to refer the tenant to another support agency to secure a new case manager for the consumer. If a successful referral cannot be made, then the withdrawing agency must liaise with the THM manager regarding the tenant's housing outcomes.

If the consumer is supported on an outreach basis rather than in a transitional property and support is withdrawn, it is the responsibility of the support agency to advise the consumer of potential referral points to access ongoing case management should they require it.

Best practice is not to close until a housing outcome is achieved. If as a last resort closure needs to occur the worker should notify the referring worker of the outcome of support. It is also helpful to share with the referring worker the outcome of support when housing exit is successful. This information will help if the consumer represents at the entry point in the future.

HOMELESSNESS BROKERAGE

HOMELESSNESS BROKERAGE

Homelessness Brokerage
Housing Establishment Fund (HEF)

The principal responsibility of HEF providers is to assist people who are homeless or at risk of homelessness to access crisis, longer-term or alternative housing options. Funds can also be used to assist individuals and families to maintain their tenancies. HEF eligibility is assessed by IAP and support providers. HEF is designed to be flexible and focussed of the individual needs of individuals and families and delivers appropriate outcomes for each individual or family.

Eligibility for HEF is assessed against the DFFH Income and asset test for bond loan or public housing. HEF providers can offer funds on a discretionary basis for those who do not meet the income and asset criteria but are experiencing significant housing difficulty. If individuals and families re-present for HEF assistance and demonstrate they are experiencing homelessness or at risk, HEF assistance or support must not be refused.

Expenditure of Housing Establishment Funds (HEF) must not contravene expectations outlined in the *Homelessness Assistance Program Guidelines*

The Inner Gippsland LASN has agreed to the following principles regarding the utilisation and distribution of HEF:

- every homelessness agency has access to HEF.

- HEF is to be used for the establishment and sustenance of medium to long term accommodation options, as well as purchasing crisis accommodation.

- as part of Interim Response provided by homelessness support agencies, HEF should be used to purchase crisis accommodation. Agencies providing Interim Response should also manage their HEF to maintain a capacity to provide funds to establish and maintain tenancies.

- if a homelessness-funded agency utilises all its HEF providing crisis accommodation, they may apply to the Transitional Housing Manager (THM) for funds to establish and/or maintain long-term accommodation options. In these instances, the homelessness-funded agencies will be required to show that they have expended these funds and justify the additional resources for their individuals and families. The referring agency is required to contact the THM to discuss the request and ensure the appropriate paper work is completed, before a booking can be made with and emergency accommodation provider.

- other uses for HEF funds outlined in the *Flexible Funds Management* guidelines include storage costs, removal expenses, lock changes, and the provision of essential furniture such as whitegoods and beds.

Private Rental Assistance Program (PRAP) – Quantum Support Services

Private rental assistance is provided to households who can sustain private rental housing with time limited support. Resources are targeted to people who:

- Are at risk of losing their current tenancy – for example, due to a personal crisis, short term financial crisis, rent arrears, tenancy dispute etc.
- Are currently homeless but can be rapidly and sustainably housed in the private rental market with short term assistance
- Could sustain affordable and appropriate housing in the private rental market but need assistance with the transition from crisis, transitional or social housing.

Each potential client will be assessed individually, with an emphasis on identifying personal or financial capabilities that can be enhanced to improve their capacity to sustain appropriate and affordable housing in the private rental market. When assessing clients, agencies should prioritise assistance to people who are in one or more of the following categories:

- Presenting at access points with a recent private rental history
- Living in marginal private rental housing such as rooming houses or caravan parks who can afford and sustain a private rental tenancy
- On the Victorian Housing Register who can afford and sustain a private rental tenancy
- Living in social housing or transitional housing who is working and who can afford to sustain a private rental tenancy.

In determining eligibility for assistance, agencies are expected to ensure that the rent paid by the client is affordable, based on an assessment of the household's ongoing capacity to sustain housing.

Assistance may be used to access or maintain shared tenancies.

Referral to this program can occur as a self, Initial Assessment and Planning or other support services. At the time of printing the referral form is being updated.

Inner Gippsland is testing a dispersed model which is subject to a memorandum of understanding, which is reviewed regularly, by the partner agencies involved.

Private Rental Assistance Program (PRAP) Plus – Quantum Support Services

PRAP Plus was developed in response to feedback from PRAP service providers and homelessness funded service providers to the need for increased support for some households accessing private rental.

PRAP Plus is an outreach intervention for households living in or entering private rental tenancies that require additional practical support to establish or maintain their housing. PRAP Plus is designed to:

• Provide time-limited outreach intervention to support tenancies.

• Address issues which are contributing to the risk of tenancy breakdown.

• Achieve outcomes that lead to successful, sustainable private rental tenancies.

• Reduce preventable exits from private rental.

• Prevent homelessness.

Homeless Children's Brokerage

Brokerage is available to meet the needs of children 0-18 who are accompanying adults in homelessness services. This brokerage is to be used to improve service delivery for children in the homelessness sector, enhancing opportunities for children. This is to support homelessness services providers to better integrate child focused assessment and case planning into their work practice.

Brokerage is available for activities which:

- Engage and maintain their education (including early education services such as childcare and kindergarten).
- Reduce social isolation by enhancing access to a range of support, social and recreational opportunities within their community.
- Provide social and emotional growth opportunities for children and provide opportunities to increase relational bonds between parents/carers and children.

To access this brokerage, contact the children's resource coordinator on 5144 7777.

APPENDICIES & REFERENCES

Appendices

Appendix 1:   Opening Doors Consent Form

Appendix 2:   First Contact Screening – Questionnaire and Flow Chart

Appendix 3:   Initial Assessment and Referral Form

Appendix 4:   Transitional Housing Management - Screening sheet

Appendix 5:   Transitional Housing Management - Application Form

Appendix 1:   **Opening Doors Consent Form**

Consent

<div style="border:1px solid #ccc; background:#eee;">

Client consent to share information

To record freely given informed client consent to share their information with a specific agency(s) for a specific purpose
</div>

Name:

Date of Birth (dd/mm/yyyy):

Sex:

Section 1: Proposed Information Uses and Disclosures

1.1 Referrals

The following service(s) are recommended. It is also recommended that relevant information is forwarded to the agency(s) that provide these services, in order that consumers receive the best possible care.

Service Type
Eg. - Housing support
    - Drug & Alcohol support
	Name of Agency	Type of information
		(including limits as applicable)
		
		Eg. - All relevant information
		
		    - Housing situation only

1.2 Victorian Homelessness Data Collection

Consent is sought for information about clients and the services they receive to be recorded by the agency and sent in a format that *does not identify the client to* the Australian Institute of Health and Welfare, for statistical reporting purposes.

Section 2: Record of Consumer Consent

2(a) Verbal consent

2(b) Written Consumer Consent

Worker Use Only

Verbal consent can be used when it is not practicable to obtain written consent.

I have discussed the proposed referrals with the consumer or authorised representative and I am satisfied that the consumer understands the proposed uses and disclosures, and has provided their informed consent to:

Referrals ☐

Signed:

…………………………………………………….

(Worker)

Date   ……/…………/………..(dd/mm/yyyy)

Worker name:…………………………………………

Position:…………………………………………

My worker/practitioner has discussed with me how, and why certain information about me may need to be provided to other service providers. I understand the recommendations and I give my permission for the information to be shared as detailed above.

Signed

 …………………………………………………………….

Signed by ☐ Client or ☐ Authorised representative

Date   ……/…………/………..(dd/mm/yyyy)

Name:………………………………………

Witnessed:………………………………………

(worker)

Worker Name………………………………………

Position:………………………………………

Appendix 2: First Contact Screening – Questionnaire and Flow Chart

First contact screening tool for homelessness and family violence services

Client name: Click here to enter text.   **Date:** Click here to enter text.

Presenting alone   No ☐   Yes ☐

With a partner   No ☐   Yes ☐

With children   No ☐   Yes ☐   How many? Click here to enter text.

Other family member   No ☐   Yes ☐

Referring Agency:

Q1. *FAMILY VIOLENCE*

I just need to ask you a few direct questions to ensure I refer you to the right person. Are you currently experiencing family violence or residing with family that make you feel unsafe?

No ☐   Yes ☐   **FAMILY VIOLENCE FLAG**

Q2. *CURRENT HOUSING CIRCUMSTANCES*

Do you have anywhere to stay tonight?

No ☐ **In housing crisis**   Yes ☐

Where have you been staying?
Click here to enter text.
What town is that?
Click here to enter text.

Respond to the person who comes through the door rather than push to previous town or intended town for tenancy establishment

Q3. Do you identify as Aboriginal or Torres Strait Islander?

No ☐   Yes ☐

If yes, under 25yrs and in Latrobe

Would you prefer to be referred to Aboriginal specific service or mainstream provider?

No ☐   Yes ☐

Inner Gippsland - First contact screening referral pathways flowchart (April 2019 Testing – Version 2) (contact Lisa Morgan at DHHS on 41412400 if you have any questions or feedback.)

Q1. FAMILY VIOLENCE
I just need to ask you a few direct questions to ensure I refer you to the right person. Are you currently experiencing family violence or residing with family that make you feel unsafe?

No ☐   Yes ☐   **FV FLAG**

FAMILY VIOLENCE FLAG

Do you identify as Aboriginal or Torres Strait Islander?

No ☐   Yes ☐

If no, **warm referral to:**
- The Orange Door (Inner Gippsland)
  163 Princes Drive, Morwell   Phone: 1800 319 354

9.00am – 5.00pm only

AFTER HOURS
Safe Steps Family Violence Response Centre
1800 015 188 - Toll Free
(03) 9928 9600

Website
www.safesteps.org.au

Email
admin@safesteps.org.au

Q2. CURRENT HOUSING CIRCUMSTANCES
Do you have anywhere to stay tonight?

No ☐   **In housing crisis**   Yes ☐

Where have you been staying?
Click here to enter text.
What town is that?
Click here to enter text.

Q3. ABORIGINALITY
Do you identify as Aboriginal or Torres Strait Islander?

No ☐   **warm referral to:**

Homelessness Entry Points
Latrobe
   Community Housing Ltd
   12-14 Church St, Morwell, phone: 5120 4800
South Gippsland and Bass Coast
   Salvocare
   2 Long St, Leongatha, phone: 5662 6400
Baw Baw
   Salvocare
   Monday, Tuesday, Friday
   36 Williams St, Warragul, phone: 5622 7008
   Wednesday, Thursday
   Quantum
   36 Williams St, Warragul, phone: 5622 7000

9.00am – 5.00pm only

AFTER HOURS
Salvation Army Crisis Service
1800 825 955 – Toll Free

Yes ☐

If yes, & under 25yrs and in Latrobe or Baw Baw **warm referral to:**

Homelessness Entry Point for Aboriginal Youth under 25 years of age
Latrobe and Baw Baw only
   VACCA
   25 Rintoull St, Morwell, phone: 5135 6055

9.00am – 5.00pm only

Appendix 3:   **Initial Assessment and Referral Form**

INNER GIPPSLAND HOMELESSNESS ASSESSMENT & REFERRAL

Summary of Assessment Outcome: Priority Status: _____ Housing Need: _____ Support Need: _____ Referred to:_____ Date of Referral: _____ Youth Residential Building Referral ☐ Yes ☐ No Interim Response Required: ☐ No ☐Yes *See section 6 for further information*	**Client Details:** Client ID: _____ Client Name:_____ Client Age: Alerts: _____ Interpreter Required/Language: _____ Identified Gender: _____ Partnered ☐ Single ☐ Family ☐ Income Type: _____

Guidance Notes;
In completing this assessment please ensure you are confident the individual /family being assessed has given informed consent to their information being recorded and shared for the purpose of referral. In this process please ensure you also ask if an advocate is required. An advocate could be a worker, family member or friend.

Section 1: Client Details
Guidance notes:
If the person presenting is under 18 years of age, they will need to provide their parent or guardians contact details. Contact will need to be made with the parent/guardian by worker conducting the assessment to confirm the young person's current circumstances, their homelessness status and their independent income capacity.

Client Name: _____   Preferred Name/alias:_____
Date of Birth: _____   Age: _____
Identified Gender: _____   Preferred Pronoun: _____
(If disclosed seek permission to record)   Permission to Record: ☐ Yes ☐ No

Is an Advocate required: ☐ No   ☐Yes   Advocate details:_____

Country of birth: _____   If not born in Australia, year of arrival?: _____
Australian Citizen: ☐ Yes   ☐ No   Residency/Visa status: _____
Identify as Aboriginal: ☐Torres Strait Islander   ☐Both ☐ Neither
Cultural Identification: _____   Languages spoken at home: _____
Have you ever been a member of the defence force: ☐ Yes ☐ No

Current Address: _____
PO Box/Postal Address: _____
Contact Number/s: M; _____   Is it ok to send a text?   ☐ Yes ☐ No
Email Address: _____   Is it ok to leave a voice message?   ☐ Yes ☐ No

Emergency Contact: _____
Relationship to you: _____   Phone number: _____

Section 2: Family, Children & Dependants
Guidance Notes:
The experience of homelessness is usually not a one off event but is a symptom of what has been happening within the family context, the problems that led to homelessness and can continue to affect the children. Homelessness can impact on a child's physical, mental and emotional health, children can become dislocated from friends, family, school, culture and community.

Do you have a partner, children or dependants, currently residing with you?   ☐ Yes   ☐ No
If there is no partner or children living with the client, skip to section 3.

If yes, do they live with you?   ☐ No   ☐ Yes   - ☐ Full time ☐ Shared Arrangement

Is there anyone working with you or your children? ☐ No   ☐ Yes (Examples include family support worker, child first or Child Protection)_____

Household:

Name	Relationship to you	DOB	Gender	Are you their primary caregiver?	Are they present today?

Are any of the Household Members pregnant?   ☐ Yes   ☐ No

If yes, who? _____   Estimated due date? _____

Do any of the children in your household require assistance? ☐ No   ☐ Yes, If so what is required:_____

_____

<mark>*REVIEW POINT 1 Children –if you believe any children in this family require support or resources to meet their needs, please review the information with your services manager. Together you can contact the Children's Resource Coordinator, Child First or Child protection.*</mark>

Do you feel safe where you live?   ☐ Yes ☐ No

<mark>*REVIEW POINT 2 Family Violence– If you are concerned that this individual or family may be experiencing or escaping family violence, please review this assessment with your service manager. Together you can make contact with the FV Specialist team in your area, to determine if a specialist FV response is required.*</mark>

<mark>*Include CRAF or MARAM*</mark>

Section 3: Housing

Current Housing Situation

Guidance Notes:

Details of the client's most recent housing/accommodation is to be provided. Outline the type of accommodation and the suitability of the accommodation. If a client presents as homeless still provide details of their most recent accommodation and why it ended.

How long can you stay in your current accommodation? _____

Have you been asked to leave?   ☐ Yes   ☐ No   ☐ Notice to Vacate

Housing history

Guidance Notes:

Details of the clients housing history including private rental history and public housing. Outline what accommodation/housing the client has resided in and if the tenancies were successful. If they were not successful, details of why the tenancy ended

Length of time at current address? _____

What type of accommodation are you currently living in?

☐ Own home   ☐ Private Rental   ☐ Public Rental

☐ Family   ☐ Friends   ☐ Couch surfing

☐ Emergency/Crisis Accomm   ☐ Caravan   ☐ Sleeping Rough

☐ Community Housing   ☐ Boarding/Rooming House   ☐ Hospital (excl. Psychiatric)

☐ Psychiatric Unit   ☐ Disability Support   ☐ Rehabilitation

☐ Adult, correctional facility   ☐ Youth/Juvenile Correctional Facility   ☐ No Institution

☐ Foster Care   ☐ Kinship Care   ☐ Residential Care

☐ Immigration Detention Centre   ☐ N/A

History – where have you lived over the *past 1-5 years?*

☐ Own home   ☐ Private Rental   ☐ Public Rental

- ☐ Family
- ☐ Emergency/Crisis Accomm
- ☐ Community Housing
- ☐ Psychiatric Unit
- ☐ Adult, correctional facility
- ☐ Foster Care
- ☐ Immigration Detention Centre

- ☐ Friends
- ☐ Caravan
- ☐ Boarding/Rooming House
- ☐ Disability Support
- ☐ Youth/Juvenile Correctional Facility
- ☐ Kinship Care
- ☐ N/A

- ☐ Couch surfing
- ☐ Sleeping Rough
- ☐ Hospital (excl. Psychiatric)
- ☐ Rehabilitation
- ☐ No Institution
- ☐ Residential Care

Are you open to living in shared accommodation?   ☐ Yes   ☐ No

Have you lived in supported accommodation previously?   ☐ No   ☐ Yes - If so, reason care was needed:

_____

Public Housing:

Do you have a current application   ☐ Yes ☐ No   ☐Unsure

Application Number	Preference Areas	Effective date	Exemptions

Have you lived in public housing previously?   ☐ Yes ☐ No

If yes, list when/where: _____

Do you owe any money to public of Housing?   ☐ Yes ☐ No

(ie maintenance debt or rent arrears.) _____

Do you owe any money to the Bond Loan Scheme?   ☐ Yes ☐ No

Have all of the above been confirmed by the worker undertaking the assessment?   Yes   No

(Checks can be made with DHHS Housing, to confirm if there is a current Victorian Housing Register Application and it's status, by contacting your local housing office.)

Private Rental :

Have you been excluded from private rental or placed on the National Tenancy database?   ☐ Yes ☐ No

Has this been confirmed by the worker undertaking the assessment?   ☐Yes ☐ No

What are your housing goals?

- ☐ Aged care
- ☐ Private Rental
- ☐ Supported Housing

- ☐ Community Housing
- ☐ Caravan Park
- ☐ Therapeutic/AoD setting

- ☐ Public housing rental
- ☐ Return to family
- ☐ Caravan

Enter any further information related to housing:

_____
_____
_____
_____

Section 4 – Income Source and Education

Main Income Source:

Income per fortnight: _____   Next payment date: _____

☐ Employment: ☐ Full time   ☐ Part time   ☐ Casual

☐ Centrelink: If main source, provide CRN: _____

Select payment type below:

- ☐ Dept. Vet Affairs (DVA)
- ☐ Disability Support Pension (DSP)

- ☐ Abstudy
- ☐ Newstart Allowance

- ☐ Carer (CAR)
- ☐ Family Tax Benefits

☐ Aged Pension ☐ Parenting Payment: ☐ Partnered ☐ Single
☐ Youth Allowance unable to live at home ☐ Youth Allowance ☐ Youth Allowance Disability
☐ Special Benefit _____

☐ No Income If no income do you need assistance to contact Centrelink ☐Yes ☐No

Assets: ☐ Superannuation ☐ Compensation ☐ Other Assets
Approx. amount: _____

Current deductions:
Do you manage your own money? ☐ Yes ☐ No
If no, who manages your money? ☐ State Trustees ☐ Enduring Power of Attorney (fin)
☐ Other (ie advocate) _____
Any other information relating to income:
_____
_____
_____

Education:
Are you currently engaged in Education: ☐No ☐Yes
If yes ☐Full time ☐Part time Details: _____

Section 5: Reasons for seeking assistance and Support needs.

Guidance Notes:
Details of potential risks to the client/family need to be assessed and noted here. This may include risks to the client's health and wellbeing due to inappropriate housing or no secure accommodation. If a family presents there may be risks to the children such as residing in an unsafe environment, being separated from their parent/s due to no stable housing, non-attendance at school due to unstable housing etc.

Family Situation:
☐ Time out from family ☐ Relationship/family breakdown ☐ Domestic/Family violence
☐ Sexual abuse ☐ Non-family violence ☐ Transition from custodial arrangements
☐ Transition from foster care/child safety residential placements ☐ Transition from other care arrangements ☐ Lack of family/community support

Medical and Health issues:
☐ Medical issues ☐ Mental Health issues ☐ Problematic drug/substance use
☐ Problematic gambling

Situational circumstances:
☐ Discrimination ☐ Itinerant ☐ Unable to return home due to environmental reasons
☐ Disengaging with school/education/ training ☐ Other
☐ Legal Matters

Self Care:
☐ Always/sometimes need help and/or supervision ☐ Have difficulty but don't need help/supervision ☐ Don't have difficulty but uses aids/equipment/medication
☐ Have no difficulty

Mobility:
☐ Always/sometimes need help and/or supervision ☐ Have difficulty but don't need help/supervision ☐ Don't have difficulty but uses aids/equipment/medication
☐ Have no difficulty

Communication:

☐ Always/sometimes need help and/or supervision ☐ Have difficulty but don't need help/supervision ☐ Don't have difficulty but uses aids/equipment/medication
☐ Have no difficulty

Do you have a diagnosed Disability?   ☐ Yes ☐ No
Do you have a diagnosed Acquired Brain Injury?   ☐ Yes ☐ No
Do you need support due to a long-term health condition or disability? _____
Do you require any medication for your health condition? _____
Who do you see regarding these health issues?
_____
_____
_____

Mental Health:
Guidance notes:
Validate the person's feelings, Experiencing homelessness or being at the risk of homelessness can have an impact on someone's, emotional wellbeing and mental health.

How's your mental health at the moment? _____
Have you experienced from any mental illness in the past? _____
Have you received a diagnosis ? _____
Have you ever been so unwell that you needed to be hospitalised to treat your mental health? ☐ Yes ☐ No

Are you receiving treatment or need support to access services/treatment?
☐ Currently receiving services   ☐ Received services in the last 12 months
☐ Received services over 12 months   ☐ Received services – no timeframe
☐ No services ever received
☐ N/A

Any additional Information:
_____
_____
_____

==REVIEW POINT 3 – Mental Health; If you are concerned that this individual or family may be require mental health support , please review this assessment with your service manager. If required, together you can make contact with the person's GP, Lifeline, local CAT or in an acute circumstance 000==

Section 6: Additional information/Next Steps

Guidance Notes;
In completing this assessment please ensure you are confident the individual /family being assessed has given informed consent to their information being recorded and shared for the purpose of referral. In this process please ensure you also ask if an advocate is required. An advocate could be a worker, family member or friend.

Referral Details: (to be completed by the assessor, at time of referral for support)
Referring Agency:_____   Date of Referral: _____
Referring Worker Name: _____   Referring Program: _____
Phone number: _____   Email: _____
Reason for referral: _____
Referring worker will continue to engage with client: _____
☐Yes - (if yes for how long?)   ☐No _____
(If no, please provide reason referring worker will no longer engage with client)
_____
_____
_____
_____

Appendix 4: Transitional Housing Management - Screening sheet

Transitional Housing Needs Assessment

No. of Bedrooms: Location:

Household Type	Family: Four or more children	6
	Family: with children	5
	Aged/frail	3
	Single	2
	Couple	1
Current Housing	Sleeping Rough; squat, outdoors, vehicle	10
Multi score	Residing with violent perpetrator/unsafe	9
	Warrant of Possession Purchased	8
	Sub-standard accommodation	7
	Temporary accommodation (institution, D&A Rehab, refuge, crisis, caravan park, hotel/motel)	6
	Couch surfing	5
	Overcrowded	3
	VCAT (Order of Possession)	3
	Notice to Vacate	2
Region	Links to the area	2
Family Violence	Recently left violent family situation	5
Risks	Pregnancy (7months+)/new born baby	2
Multi score	Family reunification (letter from DHHS must be attached)	6
	Psychological well being threatened	5
	Cultural barriers	5
	Income Support Issues	3
	Youth allowance	2
Health related vulnerability	Diagnosed mental health illness	6
	Life threatening illness undergoing treatment	6
	Aboriginal person 50+ yrs	5
	Other 65+ yrs	4
	Physical Disability and mobility issues requiring aids or modifications	4
	Drug and/or alcohol issues	5
	Private Rental Blacklisting	4
	Bankruptcy	3
	DHHS Debt	2
Total		

Appendix 5:   Transitional Housing Management - Application Form and Summary

**Please note: As applications for transitional housing are considered anonymously, the client's name will be removed from this application prior to being sighted by the panel. Please ensure that throughout this document you refer to household members as client1, client 2 etc. Please ensure that this document is completed in readable format. Please make sure that you strike out or circle where applicable for every field. Do not highlight fields as the highlighter does not show when documents are scanned or printed.

Client 1 Name: _____   **DOB:** _____

Phone no/ _____   Male/Female/Self described _____

Client 2 details:

Name: _____   Male/Female/Self described _____

DOB: _____

Relationship Status to client: _____

Extra details: _____

Worker Name: _____

Worker Contact Number: _____

Support Organisation: _____

I confirm that I have the consent of the client/s to nominate for the below property ☐

Property Code: _____

Demographic Information:

Client 1:

Cultural status:

Indigenous   ☐   Torres Strait Islander   ☐

Other: Please specify_____

Client 2:

Cultural status:

Indigenous   ☐   Torres Strait Islander   ☐

Other: Please specify_____

Family make-up:

Number of adults: _____   Number of children: _____

Pets: _____ Type of Pets:_____

Children's details

Child 1:

Male/Female/Self described _____

DOB: _____

Extra details:_____

Time in parents care: _____

Child 2:

Male/Female/Self described _____

DOB: _____

Extra details:_____

Time in parents care:_____

Child 3:

Male/Female/Self described _____

DOB: _____

Extra details:_____

Time in parents care: _____

Child 4:

Male/Female/Self described _____

DOB: _____

Extra details: _____

Time in parents care: _____

Child 5:

Male/Female/Self described _____

DOB: _____

Extra details: _____

Time in parents care: _____

Child 6:

Male/Female/Self described _____

DOB: _____

Extra details: _____

Time in parents care: _____

Access arrangements: _____

Access to be confirmed: _____

Is there a Reunification Order in place? _____

Relevant Risk Factors:

Is there an Intervention Order in place? Yes / No

Please specify: _____

Are there any unsafe areas that client cannot reside in due to risk or other safety reason? _____

Has a Comprehensive Risk Assessment (TRAM) been completed where applicable? Yes/No

Income support:

Client 1: WAGED / CENTRELINK / OTHER   CRN_____

Client 2: WAGED / CENTRELINK / OTHER   CRN_____

Is income support in place?   Yes/No

Income type: _____

Income amount: $_____PER FORTNIGHT PER HOUSEHOLD

Does the client/s have any foreseeable income barriers?

Please specify:_____

**THM furniture provided – any changes to this is to be by negotiation with THM provider.

FURNITURE REQUIREMENTS OF APPLICANT: PLEASE LIST (IF APPLICANT HAS NO FURNITURE, PLEASE WRITE ALL)

Housing History and Barriers:

Please outline the client's past/current housing situation (i.e. friends/family, crisis, motel, car etc.)

_____

_____

_____

Has the client/s resided in Transitional Housing previously Yes / No

If yes, please specify area_____

Does the client have an Office of Housing/Other Debt? Yes / No / to be confirmed

Details:_____

Is the debt being addressed?   Yes / No

Details:_____

Does the client have lump sum savings in place?   Yes / No

Have private rental applications been submitted?   Yes / No   Blacklisted? Yes /No

Have VHR/s been submitted?   Yes / No

Application Type:
_____

Application No: _____Date Application Approved: _____

Have other Long-Term Housing applications been submitted?   Yes / No

Details:_____

Please list the applicant's broadband areas listed or to be listed on their VHR application

_____

Is the applicant prepared to accept another area for housing?   Yes / No

Reasons: _____

Support Needs:

Will support be provided by your agency for the duration of this tenancy?   Yes / No

Has the Gippsland Transitional Nomination Support Agreement form been signed and attached?
Yes / No

If not, what alternative arrangements will be made for supporting this client?

_____

_____

_____

(Please note: It is the expectation of the Transitional Housing Manager that your agency does not withdraw support until a referral to an alternative support agency has been _allocated_, noting that a referral to another agency is no guarantee a worker will be allocated by that agency)

Have support needs been identified and addressed?   Yes / No

Will other agencies be involved in the support of this client?   Yes / No

Please list all other agencies involved: _____

_____

_____

Other Circumstances and Issues for Consideration:

Health:_____

_____

_____

Mobility:_____

_____

Family Supports:_____

_____

Special needs for any family members: _____

_____

Other:_____

_____

<u>Exit Plan:</u>

Please outline client's exit plan: -

_____

_____

_____

_____

_____

<u>ANY OTHER INFORMATION- please detail in point form any other relevant information which will assist the Allocations Panel in making their decision ie: Strengths, Talents, Goals, Aspirations. Please capture any relevant information/direct quote from support documents/letters in this section.</u>

Appendix 6: Gippsland Transitional Nomination Support Agreement

This form is to be attached to a Nomination confirming the agreement between Support Agencies referral details.

Property ID# _____

Client's Full Name: _____

Nominating Agency:_____

Nominating Support Worker Name: _____

Phone: _____

As the nominating agency, we understand that if this nomination is successful, we will be responsible for providing support as per the guidelines to the client until the referral agency has the capacity to pick up the client in their case load.

When this time comes, we will provide notification to the Housing Provider in email confirming the referral & ensure a handover has been completed between agencies accordingly.

Timeframe – capacity within 4 weeks. Modifications to this timeframe are to be negotiated between agencies.

Referring information regarding client.

Referral template made and received

Referral Accepting Agency:_____

Person authorised to accept referral: _____

Phone: _____

As the agency accepting this referral, we understand that we have agreed to accept this client in our case load once we have capacity to do so (within 4 weeks). We will work with the nominating agency direct to advise when this will occur accordingly.

Nominating agency has client consent to transfer the referral to the accepting agency   Yes/No

Nominating Case Worker Signature: _____

Date: _____ / _____ / _____

Person Authorised to accept referral Signature: _____

Date: _____ / _____ / _____

References

In developing the 2019 Inner Gippsland Homelessness Local Area Services Network – Practice and Partnership Manual, several foundation documents were sourced, and these key documents form the basis of this guidance manual.

Below is a list of the key documents:

Practice Guidance:

- Inner Gippsland Local Area Services Network – Opening Doors Service Coordination Practice Manual (September 2017 – version 3)
- Opening Doors Manuals (July 2008)
  - Framework
  - Practice Guide
  - Service Coordination Guide
- Homelessness Services Guidelines and Conditions of Funding (May 2015 – Version 2.1)
- Case Management resource Kit for SAAP Services (August 1997)
- A guide to providing housing-focused support Council to the Homeless Person
  - An overview of homelessness
  - Engagement and rapport building
  - The role of assessment in housing focused support
  - Supporting consumers to access housing
  - Supporting resettlement and stabilisation
- Initial Assessment and Planning in Victorian prisons guidelines corrections housing pathways initiative (2017)
- Department of Health and Human Services Specialist Homelessness Information Platform (SHIP): *Ereferrals Implementat5ion and Protocols, June 2018.*
- Tenancy Plus – Tenancy Support Program operational guidelines (July 2018)
- Kurnai Youth Homelessness Service
- Aboriginal Tenancies at risk
- Intensive Case management initiative
- Public Housing Allocations Operational Guideline (July 2018)
  - Chapter 1 Legislative framework and decision making principles
  - Chapter 2 Offers of Housing
  - Chapter 3 Signing the residential tenancy agreement
- Gippsland Creating Connections Service Component Guidelines and Forms (2011)
- Creating Connections Education Employment Pathways (CEEP) Guidelines (2009)
- Supporting Outcomes Framework for Youth (2008)
- Client Incident Management guide (November 2017)
- Service provision framework: Multiple and complex needs initiative (December 2017)
- Support for High Risk Tenancies Divisional Guidelines
- A Place to Call Home

Funding Guidance:

☐ Homelessness Services Guidelines and Conditions of Funding (May 2015 – Version 2.1)

☐ Policy and funding guidelines Vol 3 Human Services Policy and Funding Plan 2015-2019 Chapter 4 Activity Description (update 2017-18)

- 94589 Initial assessment and planning
- 20081 Crisis supported accommodation
- 20082 Transitional support
- 94591 Transitional housing
- 94654 National Partnership Agreement – Homelessness (NPAH) a place to call home

☐ Youth Refuge Brokerage funding guidelines

☐ Intensive case management initiative (ICMI) Flexible brokerage guidelines (August 2011)

☐ Specialist homelessness Information Platform (SHIP) Guidelines for Enhanced "payments" tab in SHIP

Data Collection and Reporting Manuals:

☐ Specialist Homelessness Services Collection Manual (July 2017)

☐ SAMIS (Salvo Care case management record)

☐ Chintara (Salvation Army Housing THM)

☐ Vision CHL THM

☐ Homelessness Data Collection

☐ Opening Doors Resource Register training manual (2010)

Partnership Agreements:

☐ Gippsland Homelessness Terms of Reference (January 2017)

☐ Inner Gippsland Local Area Services Network Memorandum of understanding

☐ Youth Transitional Housing Management MOU

☐ Dispersed Private Rental Assistance Project MOU

Homelessness Projects/Reform:

☐ Homelessness and social housing reform Launch sites framework (July 2016)

☐ Private Rental Assistance Guidelines (2016)

☐ National Partnership Agreement Homelessness (NPAH) Family Reconciliation Initiative (FRI)

☐ Inner Gippsland Private Rental Access Program and Brief Intervention Service Integration

☐ Homelessness and Social Housing Reform Launch sites – Access Pathways Model – Brief Intervention Support (to test in launch sites)

☐ Homelessness and Social Housing Reform Launch site Brief Intervention worker functions statement

☐ Homelessness and Social housing Reform Launch sites Inner Gippsland Launch Site landlord Incentive Worker function statement

☐ Enhanced Housing Pathways Guidelines (2017)

☐ Flexible use of HEF

☐ Inner Gippsland Private Rental Assistance Program – Dispersed Model Memorandum of understanding

- Youth THM MOU

Current Influencing Policies:

- Victoria's Homelessness and Rough Sleeping Action Plan (January 2018)
- Homes for Victorians – Affordability, access and choice (2017)
- The Community Services Industry Plan Victorian Council of Social Services (2018)
- The Specialist homelessness sector transition plan (2018-2022)
- Victorian Community Housing Transition Plan Community Housing Industry Association (2018-2022)
- Family Violence Rolling Action Plan (2017-2020)
- Child and Family Services Industry Plan (2018-2021)
- Community Sector workforce capability framework – tool kit