

Intake, Assessment and Referral Policy (Version 5.0)

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1. Introduction

Community Housing Limited Group of Companies (CHL) is committed to delivering high quality intake, assessment and referral practices to appropriately assess the needs of housing applicants and tenants, as well as assist in the minimisation of risk and incidence of homelessness and housing crisis, by referring applicants and tenants to ancillary services.

2. Aim

Skilled practice in intake, assessment and referral practice effectively matches identified household's needs to the resources and services provided by CHL and other local area service networks. Through this approach, clients and tenants are able to achieve enhanced sustainable outcomes that reduce the need for further follow up and ongoing risk assessment.

3. Principles of the Intake, Assessment and Referral policy

3.1. STAFF SKILLS AND KNOWLEDGE

CHL will maintain skilled Intake, Assessment and/or Tenancy Administration staff that have:

- A concise understanding of homelessness and housing crisis, and the consequential effects on a client/tenant's behaviour and coping ability. This will be achieved by practicing a trauma informed approach, for which training is compulsory. This understanding includes the needs of accompanying children, youth, people from Indigenous and culturally and linguistically diverse backgrounds.
- An understanding of legislative requirements, industry standards, and frameworks that inform work practices, and how to access them.
- An ability to engage with people
- Operate with a client/tenant centred approach.
- Ability to work with challenging behaviours.

- Expertise in housing options.
- Robust intake, assessment and crisis and early intervention skills.
- Clear and concise communication skills, including empathy.

3.2. ROLE OF WORKERS

The following methodology of intake, assessment and referral broadly applies across a range of clients and tenants who access CHL services:

- Engagement
- Identify need
- Assess requirements
- Identify resources
- Identify resources which match client need
- Secure resources
- Arrange access to resources
- Monitor the risks until the referral is complete

3.3. MEASURING OUTCOMES

CHL will monitor and assess the appropriateness of intake, assessment-to-referral outcomes regarding timeliness and resource matching, in order to inform ongoing service improvement and client and tenant outcomes.

4. Related legislation, industry frameworks and standards, CHL policy and procedures

Privacy Act 1988 (COM)
Information Privacy Act 2000 (VIC)
Personal Information Protection Act 2004 (TAS)
Information Privacy Principles Instruction 2009 (SA)
Information Privacy Bill 2007 (WA)
Information Privacy Act 2009 (QLD)
Privacy and Personal Information Act 1998 (NSW)
National Community Housing Standards: Standard 4.1 – Tenants’ Access to Support, Standard 4.3 –Providing Housing Information and Referral
Department of Health & Human Services Standards: Standard 2 - Access and Engagement, Standard 3 - Wellbeing
OOH, Homelessness Assistance Program Guidelines and Conditions of Funding 2006-2009 (VIC)
Opening Doors Framework (VIC)
Good Practice Guidelines for DoCS-Funded Services (NSW)
Affordable Housing Strategy 2010-2020: Opening Doors to Affordable Housing (WA)
CHL Homelessness and Housing Services Work Procedures
CHL Continuous Improvement Policy and Procedures
CHL Information Management Policy

5. Monitoring and review

This policy should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed two years. The date for review of this policy is on or before July 2019. Training will be provided to each staff member and the board as a component of their induction.

Review history

Document reference	Date and version	Reason for review	Review frequency	Delegated reviewers	Delegated approver
POLHOUAUSNATIAR201705	Version 5.0, July 2017	Scheduled review	Every two years	National Manager	Managing Director National Manager

Previous review history (to be archived)

Document reference	Review	Reason for issue	Reviewer/ s	Writer	Issue date
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POLHHAP02.08.3	Re draft	Review/update	M Palframan	M Palframan	Oct 2012
POLHHAP02.08.2	Amendments	Reflected as national document	M Palframan	M Palframan	Sep 2010
POLHHAP02.08.1	Draft proposal	New	M Palframan P Ryan	M Palframan	March 2008

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