



ACHL Intake, Assessment and Referral Policy (Version 1.0)

Table of contents

1.	INTRODUCTION	1
2.	AIM	1
3.	PRINCIPLES.....	1
3.1.	Staff skills and knowledge	1
3.2.	Role of workers.....	2
3.3.	Measuring outcomes.....	2
4.	RELATED LEGISLATION, INDUSTRY FRAMEWORKS AND STANDARDS, ACHL POLICY AND PROCEDURES	2
4.1.	Standards.....	2
4.2.	Legislation.....	2
4.3.	Residential Tenancy Acts	3
4.4.	Codes, frameworks and agreements.....	3
4.5.	ACHL related policies and processes	3

1. Introduction

Aboriginal Community Housing Limited (ACHL) 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 ACHL and other local area service networks. Through this approach, customers and tenants are able to achieve enhanced sustainable outcomes that reduce the need for further follow up and ongoing risk assessment.

3. Principles

3.1. Staff skills and knowledge

ACHL 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 customer/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 customer/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 customers and tenants who access ACHL services:

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

3.3. Measuring outcomes

ACHL 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 customer and tenant outcomes.

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

4.1. Standards

National Community Housing Standards: Standard 1.2; Establishing and Maintaining Tenancies; Section 3 – Tenants Rights and Participation
--

Department of Human Services Standards: Section 1 - Empowerment

4.2. Legislation

Aboriginal Land Rights Act 1983 No. 42 (NSW)
--

Housing Assistance Act 1996 (COM)

Housing Act. 1983 (VIC)

Housing Act 2003 (QLD)

Queensland Human Rights Act 2019

Related legislation, industry frameworks and standards, ACHL policy and procedures (cont.)

4.3. Residential Tenancy Acts

Residential Tenancies Act. 1997 (VIC)
Residential Tenancies Act 2010 (NSW)
Residential Tenancies Act 1987 (WA)
Residential Tenancy Act 1997 (TAS)
Residential Tenancies Act 1995 (SA)
Residential Tenancies and Rooming Accommodation Act 2008 (QLD)

4.4. Codes, frameworks and agreements

The National Affordable Housing Agreement
OOH, Homelessness Assistance Program Guidelines and Conditions Funding 2006-2009 (VIC)
Consumer Charter for Community Managed Housing and Homelessness Services
Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services
National Regulatory Code
Victorian Regulatory Framework
The Human Rights and Responsibilities Charter Act 2006 (VIC)

4.5. ACHL related policies and processes

ACHL Housing and Homelessness Policies and Procedures
ACHL Customer Promise
ACHL Tenancy Manual

Aboriginal Community Housing Ltd owns the copyright to this material. No part of this document may be reproduced or reused for any commercial purposes whatsoever, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of Aboriginal Community Housing Limited, except in the case of brief quotations and certain other non-commercial uses". For permission requests, submit request addressed "Attention: Public Relations Department Aboriginal Community Housing Ltd, info@achl.org.au.