



Intake, Assessment and Referral Policy

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1. Introduction

Aboriginal Community Housing Limited (ACHVL) 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 ACHVL 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. Scope

This policy applies to Aboriginal Community Housing (Victoria) Limited (ACHVL).

4. Principles of the Intake, Assessment and Referral policy

4.1. Staff skills and knowledge

ACHVL 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.

4.2. Role of workers

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

4.3. Measuring outcomes

ACHVL 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.

5. Related legislation, industry frameworks and standards, ACHVL policy and procedures

Privacy Act 1988 (COM)
Information Privacy Act 2000 (VIC)
Performance Standards for Housing Providers issued by the Victorian Housing Registrar
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)
ACHVL Homelessness and Housing Services Work Procedures
ACHVL Continuous Improvement Policy and Procedures
ACHVL Information Management Policy

6. Monitoring and review

This policy should be periodically reviewed and revised by the Board of ACHVL. 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 March 2024. Training will be provided to each housing service contractor, management team member and the board as a component of their induction.

Review history

Document reference	Date and version	Reason for review	Review frequency	Owner	Approver
	Version 1.0, March 2022	New policy	Every two years	National Manager Operations	National Manager Operations Managing Director

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