



ABORIGINAL COMMUNITY HOUSING LTD

Intake, Assessment, Referral and Support Coordination Policy

Version 1.0

ACHL Intake, Assessment, Referral and Support Coordination Policy



This Policy has been adopted by:

Name of Company	Adoption Date
Aboriginal Community Housing Limited (ACGL)	February 2025
Aboriginal Community Housing (Vic) Limited (ACHVL)	February 2025

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1. Introduction

Aboriginal Community Housing Limited (ACHL) is committed to delivering high quality intake, assessment and referral and support coordination practices to appropriately assess the needs of customers experiencing or at risk of homelessness, housing applicants and tenants.

We will also assist in the minimisation of risk and incidence of homelessness and housing crisis. We will support customers to sustain and acquire stable housing solutions by referral to other services and supports. We will also assist with support coordination and engagement with our customers.

2. Aim

The aim of this policy is to provide guidance to enable ACHL to work proactively to build positive and functional relationships with our customers to maximise their housing options and stability. All our housing

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and homelessness management policies, procedures and work practices are directed to establishing and sustaining suitable housing and accommodation solutions for customers accessing ACHL services.

Skilled practice in intake, assessment and referral, and support coordination processes aim to effectively match identified customers' needs to the resources and services provided by ACHL and other local area service and support networks. ACHL will work closely with its customers to identify barriers and the support needed to sustain and acquire stable housing solutions and coordinate access to support providers with the customer.

ACHL recognises the intersections associated for customers experiencing high levels of disadvantage or with complex needs. ACHL takes a customer focused approach and values its relationships with customers. Through this approach, customers, can 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 employ and develop skilled housing and homelessness services staff that have:

- A concise understanding of homelessness and housing crisis, and the consequential effects on a customer's behaviour and coping ability. This will be achieved by practicing a trauma informed approach, for which training is compulsory.
- An understanding of the needs of accompanying children, youth, people living with a disability, people from Aboriginal and/or Torres Strait Islander and/or culturally and linguistically diverse backgrounds and gender diversity.
- Excellent knowledge of the available support and service networks in the regions they are working in.
- An understanding of legislative requirements, industry standards, and frameworks that inform work practices and how to access them.
- An ability to engage with people.
- An ability to operate with a customer centred approach.
- Ability to work with challenging behaviours.
- Solid case management and tenancy planning capabilities.
- Excellent networking and stakeholder relationship building skills.
- Expertise in housing and accommodation options and solutions.
- Robust intake, assessment, crisis and support coordination practices and early intervention skills.
- Clear and concise communication skills, including empathy.

3.2. ROLE OF WORKERS

The following methodology of intake, assessment and referral and support coordination broadly applies across a range of customers who access ACHL homelessness and crisis services and customers who reside in our housing portfolios. These functions may be undertaken by one or more ACHL workers within the teams providing services to a region:

- Engagement.
- Identify need.
- Assess requirements.

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- Identify resources/support providers available in a region.
- Identify resources/support providers that match customer need.
- Refer, facilitate, and secure resources/support provision.
- Arrange access to resources/support provision.
- Planning with customer for success and defining outcomes.
- Tenancy/housing support management.
- Monitoring and reporting as required.

3.3. MEASURING OUTCOMES

ACHL will monitor and assess the appropriateness of our intake, assessment-to-referral and support coordination outcomes using a number of internal indicators in order to inform ongoing service improvement and customer outcomes.

ACHL will report regularly back against the funding instruments under which it operates and to the regulatory and contractual bodies it engages with.

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

4.1. EXTERNAL LEGISLATION AND FRAMEWORKS

Aboriginal Land Rights Act 1983 No. 42 (NSW)
Australian Privacy Principles
Department of Health & Human Services Standards
National Community Housing Standards
State Privacy Acts and Regulations
State and Federal Government contractual requirements
State Affordable Housing Strategies
Privacy Act 1988
NDIS Practice Standards and Quality Indicators (Version 4)
NDIS (Specialist Disability Accommodation) Rules 2020 (SDA Rules)
National Disability and Insurance Scheme Act 2013

4.2. ACHL RELATED POLICIES AND PROCESSES

ACHL Vision and Mission
Customer Feedback and Complaints Policy
Customer Information Management Policy
Housing and Homeless Service Pathways Policy
Privacy Policy

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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 three years. The date for review of this policy is on or before February 2028. This policy remains valid until such time that a new version is published.

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