Rough Sleepers and Chronic Homelessness Housing and Support System Readiness Checklist

Service System Engagement with Rough Sleepers (Engaging the client with service system)

□Identification of persons experiencing homelessness – added to the By Name List

Immediate assessment -Established client wants and needs – respond to immediate needs □Verify if currently connected to support system/s **Offered** service system linkages □Ongoing engagement – Building rapport between client and services Establish ways to communicate with client phone, email, location Complete Vi-SPDAT

Identification

 OUTCOME: Client engaged in seeking housing and supports

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Service System Assessment

(Assessing eligibility and required documentation)

Detailed homelessness and housing assessment

- Housing and support goals established
- Prioritised services and supports required
- Noted support type:
- Specialised case management
- Informal case management
- Care Coordination

□ Assessed financial affordability - Income Statements/ Pensions /

Wage /Debts/Assets /Budget/ Superannuation

Assessed identification documentation

 Divers License/ Passport / Birth Certificate 18+ Card/ Medicare
Assessed rental history – TICA listing / QCAT matters/ Evictions
Assessed suitable housing option – Private/Public/Aged
Care/ Disability/ Indigenous/ DFV
Assessed additional housing/ income eligibility documentations required - Medical reports /Support letters/Proof of homelessness/ citizenship /residency / Financial administrator

OUTCOME: Client assessed for supports and service eligibility

Service System Connection

Establishing housing and supports to sustain a tenancy)

Completed items required for housing eligibility

- bank account
- identification
- financial benefits/pension/entitlements/wages /concessions
- housing affordability budget
- Removed TICA listing barrier
- Completed application for housing or housing products
- Department of Housing products public and community housing/ rent connect/ bond loan/ rental grant/ rental security subsidy
- homelessness/housing databases QHIP/ Shared Tenancy

Confirmed housing application/s

- Private rental/public/ community housing
- Check online private housing applications (e.g. tenantsapp, 2Apply, Realestate.com)
- Specialized supportive housing aged care, disability

Connected to appropriate supports

- Specialist housing and homeless services and productsemergency shelters/ emergency placements / transitional accommodation
- Specialists domestic and family violence services and products - DFV crisis shelters /emergency placement/ transitional accommodation
- Identified support services mental health/ AOD/health/ cultural/legal/financial/ advice / youth/aged/disability
- OUTCOME: Client matched to resource, program or housing plan

Permanent Housing

(Assisting the client to navigate into housing with supports)

Confirmed housing offer

- housing offer
- utilities connections
- Confirmed housing support plan
- support services are aware of new address
- tenancy sustainment plan
- housing and support service monitoring/check ins
- implementation of financial affordability plan- rental subsidy assistance/ budget

Completed steps in preparation to move in

- house inspection
- housing contact
- agreed housing adjustments
- removalist and housing furnishing
- change of address on personal documents

□ Tenant equipped with life skills to sustain housing

- public transport and local geography
- dispute resolution mechanisms
- tenancy advice services and rental supports services
- OUTCOME: Client housed with tenancy sustainability plan