Australian Homelessness Vulnerability Triage Tool (AHVTT)

Family

Version 1.4



advance to zero

local communities ending homelessness

The Australian Homelessness Vulnerability Triage Tool (AHVTT) was developed through a process of feedback and consultation that took place both through survey form, in person discussion and virtual discussions.

The AHVTT should be used in the context of Advance to Zero (AtoZ), a national initiative of the Australian Alliance to End Homelessness (AAEH) that supports local collaborative efforts to end homelessness. To learn more, visit: aaeh.org.au/atoz

Front line services, First Nations representatives and people with lived experience provided crucial feedback to ensure that this tool will be a good representation of a person's presenting experience of homelessness and their immediate needs.

The tool, based on people's disclosed information, assists in prioritising the most vulnerable and to rapidly resolve crises. This tool is further used to provide appropriate housing, healthcare and community services to individuals and families according to their current circumstances.

Organisations also use the collective, de-identified data to advocate for the change and resources needed to end homelessness in our communities, based on the needs of the people who experience homelessness and housing stress in the community.

The AHVTT was developed by the Australian Alliance to End Homelessness (AAEH) and partners. The AAEH would particularly like to thank OrgCode Consulting and Micah Projects for their support in its development.





Logan Zero Consent Form

The Zero Communities in Queensland refers to the collective of organisations partnering together for the purpose of understanding the needs and preferences of individuals, families and youth experiencing homelessness, and supporting and enabling people experiencing homelessness to obtain stable housing, healthcare and community services. For a detailed list of members and supporters of the collective refer to the 'Logan Zero Partners' section accessible here. [https://loganzero.org.au/]. Logan Zero refers to the Logan focussed operations of Advance to Zero.

I acknowledge that members of the Zero Communities in Queensland propose to collect personal information (including sensitive information) to provide support services to me. These services include making efforts to better understand my needs to access housing services, and to attempt to provide support to access the housing, health and support services that will meet these needs. By signing this form, I consent to:

- my personal information being listed on a 'Know By-Name List' of people experience homelessness in our community; and
- my de-identified information being used for advocacy, and to inform government and nongovernment agencies, research partners, and the community about the needs and experiences of people experiencing homelessness and required changes to the current housing and homelessness system.

I understand that:

- Providing my information to be used in Logan Zero is optional, and I will still receive support services if I choose not to do so.
- Individual organisation providing me support services will also require me to sign their consent form
- my personal information will be handled in accordance with the Logan Zero privacy policy, which
 I can access in person by requesting a copy or which I can access online at
 https://loganzero.org.au/resources/;
- my personal information will be stored on an electronic database operated by CSnet; and
- I can request to access, correct, update, or remove my personal information by sending a request to LoganZero@yfs.org.au

Print	Name of
Perso	on:
. 0.00	
Date:	
Signa	ature of
Perso	on:
	Verbal consent Provided



Explanation of the AHVTT and consent

My name is	and I work for
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I have with me here a survey for people experiencing homelessness called the Australian Homelessness Vulnerability Triage Tool, which you may hear referred to as the AHVTT. It asks questions about your experience of homelessness, risk factors that may impact your life, your day to day life, and your health and wellness. This information is important to help us identify key health, wellness and housing options that will suit your needs.

The survey should take about 15 minutes or so. Throughout the survey you can:

- Stop at any time you choose
- Skip or decline to answer any question you do not want to answer
- Take a break and come back to the survey another time
- Change your answers at any time throughout the survey or after
- Ask for some help with understanding what the question is.

The information collected will be stored within a secure database to which only approved service providers and their staff will have access. I ask you to be as honest as possible as your circumstances are very important to us and we want to make sure that the housing outcomes and support you receive are the most suitable for you.

		Consent				
1 A	Are you and your family currently safe?			☐ Y	es	□ No
_	Do you consent to answer some questions to help us understand your service and housing needs?			☐ Y	es	□ No
	Participant name					
Participant signature		Dat	е	DD/N	IM / YYYY	
	Surveyor name					
Su	ırveyor signature		Dat	е	DD/N	1M / YYYY
Surve	eyor organisation					
_	yor team name (if rent to org name)					
	e where survey is being completed					

A. Pre-survey questions

Firstly, we will just get some basic details about yourself, the type of stuff you'd put down on regular government paperwork.

	First/Primary head of household				
3	What is your first name?				
4	What is your last name?				
5	Do you have a preferred name or any other names you go by? I.e. nickname, street name or maiden name	☐ Yes ☐ No ☐ Skip			
6	If yes: what are those other names?				
7	What gender do you identify as?	Male Female Transgender male Transgender female Brotherboy Sistergirl	☐ Non-binary ☐ Gender diverse ☐ Other: ☐ Skip		
8	What are your pronouns?	he/him she/her they/them xie/hir	Other: Don't know Skip		
9	Do you identify as Aboriginal, Torres Strait Islander or both?	☐ Yes ☐ No	☐ I don't know ☐ Skip		
10	What is your date of birth?	DD/MM/YYYY 11 Age in y	rears		
12	What is your Centrelink Reference Number?				
13	Are you a current or former Australian Defence Force (ADF) member?	☐ Yes ☐ No	☐ Skip		
14	On a typical day, where is the easiest place to find you?				
15	Is there a phone number for a person or a service provider where I can safely get a hold of you or leave you a message?				
16	Is there any email address where I can safely send you a message?				

Complete this section if there is a second head of household. Otherwise, skip to Question 31.

	Second/Secon	ndary head of household
17	What is your first name?	
18	What is your last name?	
19	Do you have a preferred name or any other names you go by? I.e. nickname, street name or maiden name	☐ Yes ☐ No ☐ Skip
20	If yes: what are those other names?	
21	What gender do you identify as?	Male Non-binary Female Gender diverse Transgender male Other: Transgender female Skip Sistergirl
22	What are your pronouns?	he/him □ Other: she/her □ Don't know they/them □ Skip
23	Do you identify as Aboriginal, Torres Strait Islander or both?	☐ Yes ☐ I don't know ☐ No ☐ Skip
24	What is your date of birth?	DD/MM/YYYY 25 Age in years
26	What is your Centrelink Reference Number?	
27	Are you a current or former Australian Defence Force (ADF) member?	☐ Yes ☐ Skip ☐ No
28	On a typical day, where is the easiest place to find you?	
29	Is there a phone number for a person or a service provider where I can safely get a hold of you or leave you a message?	
30	Is there any email address where I can safely send you a message?	
	Aboriginal and To	orres Strait Islander question
31	Do you or any members of the family identify as Aboriginal, Torres Strait Islander or both?	☐ Yes ☐ I don't know ☐ Skip
	If answered yes, score 2:	/2
	Total score for pre-survey:	: As above

B. History of housing and homelessness

These questions ask about your previous tenancies, starting with where you've last had a permanent place to live.

	Questions	Optionset	Score
32	When was the last time you and your family had a permanent place to live?	years months Skip	/3
		If under 6 months, score 1 If 6 months or more and less than 1 year, score 2 If 12 months or more, score 3	
33	Including this time, how many times have you experienced homelessness in the last year?	times	If 3 or more times, score 1
34	Are you and your family currently sleeping rough?	☐ Yes ☐ No ☐ Skip	If yes, score 1
35	If yes, how long have you and your family been sleeping rough?	years months Skip Not applicable	
36	Have you or any members of your family ever lived in a foster home as a youth or any type of group home as a youth or adult?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
37	Have you or any members of your family ever owned a house in your name or had a tenancy in your name?	☐ Yes ☐ No ☐ Skip	If no, score 1/1
38	Do you feel you or your family have ever been discriminated against when trying to access housing or any other social program because of your family size, the children, your age, gender, race, abilities, appearance or sexual orientation?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
39	Have you and your family ever left or lost your housing because you experienced violence in the home?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
40	Have you ever lost your housing because family or friends caused you to get evicted?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
Ad	/10		

C. Social and daily needs

These next questions cover whether you and your family are able to get needed health and hygiene services and income available to you.

	Questions	Optionset	Score		
41	Do you and your family have access to food and water when you are hungry or thirsty?	☐ Yes ☐ No ☐ Skip	If no, score 1		
42	Do you and your family have access to a toilet when you need it?	☐ Yes ☐ No ☐ Skip	If no, score 1/1		
43	Do you and your family have access to laundry or replacement clothes when you need them?	☐ Yes ☐ No ☐ Skip	If no, score 1/1		
44	Do you and your family have access to a shower when you need it?	☐ Yes ☐ No ☐ Skip	If no, score 1/1		
45	Other than money for housing, do you and your family have enough money every fortnight to take care of your day to day needs?	☐ Yes ☐ No ☐ Skip	If no, score 1/1		
46	Is there someone else like a relative or Public Trustee that administers or manages your finances?	 □ Public Trustee □ Carer □ Relative □ Other: □ Other: 	If selected Public Trustee, carer, relative or other, score 1		
47	Do you or your family members ever struggle to afford essentials because of gambling?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1		
48	Do you and your family have people that you can rely upon and care about you?	☐ Yes ☐ No ☐ Skip	If no, score 1/1		
	Add scores from Q41 to Q48 for total score for 'Social and daily needs':				

D. Risks and safety

With these next questions, I will ask you about interactions with emergency services like hospitals or police and explore a little bit about what your safety needs are.

	Questions	Optionset	Score
49	Do you and your family feel safe where you sleep?	☐ Yes ☐ No ☐ Skip	If no, score 3/3
50	Have you or any member of the family taken an ambulance to the hospital 5 or more times in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
51	Have you or any member of the family been to the hospital emergency department 5 or more times in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
52	Have you or any member of the family been admitted to the hospital for any reason in the last year for 5 or more nights?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
53	Have you or any member of the family had 5 or more interactions with police in the last year, for any reason?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
54	Have you or any member of the family spent 5 or more nights locked up in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
55	Do you or any member of the family have any legal stuff going on right now that may result in you having to pay fines you cannot afford, or which may result in being locked up?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
56	Is there anyone or any company or any bank or any part of the government that thinks you owe them money?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
57	Have you or any member of the family experienced violence in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
58	Have you or any member of the family thought about or tried hurting someone else or yourself in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
59	Does anybody make you or any member of the family do things you do not want to do?	☐ Yes ☐ No ☐ Skip	If yes, score 2/2
	Add scores from Q49 to Q59 for total score	for 'Risks and safety':	/14

E. Health and wellbeing

This next set of questions will be about your physical and mental health and any substance use history that we need to keep in mind when matching you to the right housing outcome.

	Questions	Optionset		Score
60	How old is the oldest person of the family?	If aged	d 50 to 50, score 1 l 60 to 69, score 2 or above, score 3	/3
61	When you or a family member are sick or not feeling well, do you seek medical help?	☐ Yes ☐ No ☐ Skip		If no, score 1/1
62	Have you or any member of the family ever been denied medical help while experiencing homelessness?	☐ Yes ☐ No ☐ Skip		If yes, score 1/1
63	Do you or any member of the family have any ongoing serious health issues?	☐ Yes ☐ No ☐ Skip		If yes, score 2/2
64	If yes, do you mind sharing with me what the se	rious health issues are?		
	Brain injury	of heat stroke/ heat exhaustion deficiency diseases (including disease) end-stage renal failuresease, cirrhosis, or end-stage lobesity gical disease cory disease/ emphysema/ chritive Pulmondary Disease (CO)	on g HIW+/AIDS) re or dialysis liver disease ronic	Tuberculosis Other (specify):
65	Do you, or any member of your family, regularly use any substances, such as drugs or alcohol?	Yes [Skip	If yes, score 2 / 2
66	If yes, do you mind sharing what you are using?			
	Cannabis LSD Cocaine Mag Crack cocaine Met DMT (Dimethyltryptamine) ice, Ecstasy (MDMA, molly) Nor	amine		

67	diagnosed mental health condition?		☐Yes ☐No ☐Skip		If yes, score 2 /2
68	If yes, do you mind sharing what the mo				
	☐ Anxiety disorder ☐ Bipolar disorder ☐ Delusional disorder ☐ Eating disorder ☐ Clinical depression	Obs	rodevelopmental disorder essive compulsive disorder sonality disorder t-traumatic stress disorder SD)	Schizoaffective Schizophrenia Other (please	
69	Have you or any member of the family had, or been told that you have had, a injury or head trauma?		☐ Yes ☐ No ☐ Skip		If yes, score 2 / 2
70	Do you or any member of your family, have any issues that will likely make it difficult to live independently or where you would need more help with your health, mental health or substance use if you were housed?		☐ Yes ☐ No ☐ Skip		If yes, score 3/3
71	Are there any medications you or any member of the family should be taking are not being taken, not taken all the till used in a way different from how the medicine was prescribed?		☐ Yes ☐ No ☐ Skip		If yes, score 1/1
72	Are you or any member of the family copregnant or think you might be?	ırrently	☐ Yes ☐ No ☐ Skip		If yes, score 1/1
Add scores from Q60 to Q72 for total score for 'Health and wellbeing'					/18

F. Familyunit

Now we will just note down who else is with you and if you and your family require any further tailored supports and advocacy. Please use this table to include any children under the age of 18 that are either: Currently staying with you (select Yes) or, Not currently staying with you, but will likely be joining you once you are housed (select No).

				Name
Age:	DD / MM / YYYY Age:	DD / MM / YYYY Age:	Age:	Date of birth
				Ge
□ Non-binary □ Gender diverse □ Other (please state): □ Skip	Non-binaryGender diverseOther (please state):Skip	Non-binaryGender diverseOther (please state):Skip	□ Non-binary □ Gender diverse □ Other (please state): □ Skip	Gender
☐ Aboriginal☐ Torres Strait☐ Islander☐ Both☐	□ Aboriginal□ Torres Strait□ Islander□ Both	□ Aboriginal□ Torres Strait□ Islander□ Both	☐ Aboriginal☐ Torres Strait☐ Islander☐ Both☐	First Nations
☐ Neither ☐ Don't know ☐ Skip	☐ Neither ☐ Don't know ☐ Skip	☐ Neither ☐ Don't know ☐ Skip	☐ Neither ☐ Don't know ☐ Skip	ations
□ Yes	□ Yes	□ Yes	☐ Yes	With you?

Family unit (continued)

children aged 11 years or younger

One parent/head of household with 2 or more

Family size

73

From the table, please identify if the family meets either criteria below.

	☐ Yes ☐ No	☐ Yes ☐ No			
	If yes to	any of the above, score 1 for 'Family size':	/1		
	Questions	Option set	Score		
74	Are there any children that are currently not with you because they are living with a friend or family member or because they are in foster care, group home, or out of home care placement?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1		
75	Are there any adults that are not currently with you because of things like incarceration, military deployment or because they are in hospital?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1		
76	Do you currently have any family legal issues going on like a divorce, child custody issues or domestic violence issues that would impact getting housed or who you can live with in housing?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1		
77	Are there any children that have been removed from the family by a child protection service within the last 6 months?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1		
78	Do your children attend school more often than not each week (when school is in session)?	☐ Yes ☐ No ☐ Skip	If no, score 1/1		
79	Do you have two or more planned activities each week as a family such as outings to the park, library, visiting others, watching a movie or anything like that?	☐ Yes ☐ No ☐ Skip	If no, score 1/1		
80	Has being homelessness made it difficult to be as engaged with your children as you'd like to be?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1		
	Add scores from Q73 to Q80 for total score for 'Family unit':				

Two parents/heads of households with 3 or more

children, with at least one child aged 6 years or younger

G. Demographics and additional questions

Thank you for going through this survey with me. I'll just take a few more details and then this survey is complete!

	Fi	rst/Primary head of household			
81	What is your country of birth?				
	☐ Australia☐ New Zealand☐ United Kingdom☐ China☐ India	☐ Phillippines ☐ Vietnam ☐ Italy ☐ South Africa ☐ Malaysia	Other: Skip		
82	What is your citizenship or residency status?				
	 ☐ Australian Citizen ☐ Australian Permanent Resident ☐ Visitor/TemporaryVisa ☐ Working and Skilled Visa 	 Studying and Training Visa Family and Spousal Visa Refugee and Humanitarian Visa Bridging Visa 	New Zealand Citizen Other: Skip		
83	How do you make your money? (Select all that apply)				
	Age Pension Any other pension/allowance Begging Carer Allowance Carer Payment Disability Support Pension Family Tax Benefit Maintenance (Child support)	JobSeeker Payment (unemployment benefit) No income Parenting Payment Rent Assistance Sex work Special Benefit Payment Student Allowance Work, Big Issue Vendor Work, Employee	 Work, Self-Employed Worker's Compensation Youth Allowance - Living at home Youth Allowance - Living away from home Other: None of the above Skip 		
84	Do you have a Public Guardian?				
	Public GuardianNext of kinPower of Attorney	Not applicable Other:	☐ Skip		
85	Have you ever been in any of the following?				
	☐ Youth detention☐ Watch house	Remand Prison	☐ No ☐ Skip		
86	How long ago were you last released?	?			
	☐ Less than 1 year☐ 1 to 5 years ago	More than 5 years agoNot applicable	☐ Skip		

Complete this section is there is a second head of household. Otherwise, skip to Question 93.

		ind/Secondary nead of household		
87	What is your country of birth?			
	☐ Australia☐ New Zealand☐ United Kingdom☐ China☐ India	☐ Phillippines☐ Vietnam☐ Italy☐ South Africa☐ Malaysia	Other: Skip	
What is your citizenship or residency status?				
	 ☐ Australian Citizen ☐ Australian Permanent Resident ☐ Visitor/TemporaryVisa ☐ Working and Skilled Visa 	Studying and Training VisaFamily and Spousal VisaRefugee and Humanitarian VisaBridging Visa	New Zealand Citizen Other: Skip	
89 How do you make your money? (Select all that apply)				
	Aged Pension Any other pension/allowance Begging Carer Allowance Carer Payment Disability Support Pension Family Tax Benefit Maintenance (Child support)	☐ JobSeeker Allowance (unemployment benefit) ☐ No income ☐ Parenting payment ☐ Rent Assistance ☐ Sex work ☐ Special Benefit Payment ☐ Student Allowance ☐ Work, Big Issue Vendor ☐ Work, Employee	 Work, Self-Employed Worker's Compensation Youth Allowance - Living at home Youth Allowance - Living away from home Other: None of the above Skip 	
90	Do you have a Public Guardian?			
	☐ Public Guardian☐ Next of Kin☐ Power of Attorney	☐ Not applicable ☐ Other:	☐ Skip	
91	Have you ever been in any of the follo	owing?		
	☐ Youth detention☐ Watch house	☐ Remand ☐ Prison	☐ No ☐ Skip	
92	How long ago were you last released	?		
	☐ Less than 1 year☐ 1 to 5 years ago	☐ More than 5 years ago☐ Not applicable	☐ Skip	

93	What do you and your family need to be safe and well?		

Score total

Section	Score acquired	Out of
A. Pre-survey questions		2
B. History of housing and homelessness		10
C. Social and daily needs		8
D. Risks and safety		14
E. Health and wellbeing		18
F. Family unit		8
Totalscore:		60

Scoring guide

Score range	Category	Recommendation
0-15	Low	Short intervention required through information and referrals.
16-45	Moderate	Short term support to assist with applications for housing options.
46-60	High	Long term support to assist with acquiring housing and linkage to tenancy sustainment support.