

# Intake and Referral Policy (VIC)

## 1. Purpose

This Policy describes how HOME in PLACE (Victoria) Limited (HOME in PLACE VIC) will deliver effective intake assessment and referral processes to assess the needs of housing applicants and tenants and minimise the risk of unsustainable tenancies, homelessness, housing stress and crisis through providing referrals to services specialising in the area of need.

It outlines HOME in PLACE VIC's commitment to ensure the people who we assist are able to access the services and programs best suited to meet their individual needs.

HOME in PLACE VIC is and will remain, committed to ensuring that everyone who approaches the organisation is assisted with information they need, access to the service, referrals, and the right referral path in a timely manner.

## 2. Scope

This policy and applies to all workers, directors, and members of HOME in PLACE Victoria (HOME in PLACE VIC) decision-making committees and advisory bodies. References to HOME in PLACE VIC in this policy refer to all HOME in PLACE VIC unless specified otherwise.

This policy provides guidance to ensure the intake and referral processes meet the requirements of the clients of HOME in PLACE and contributes to the aim of providing access to affordable and appropriate shelter and engaging clients in sustainable communities.

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Implementing these processes effectively will rely on maintaining partnerships and the ongoing commitment and engagement of all key partners.

The policy applies to all workers, directors and members of HOME in PLACE VIC decision-making committees and advisory bodies. The policy applies to third parties engaged to carry out activities on behalf of HOME in PLACE if stipulated by agreements.

### 3. Policy Statement

HOME in PLACE VIC staff will have crisis, de-escalation and early intervention skills and training and a comprehensive understanding of homelessness and housing crisis. They will understand and the long- and short-term effects which can be detrimental to their health and wellbeing of their clients and will be skilled to effectively receive, triage and make appropriate referrals.

HOME in PLACE VIC staff have a strong commitment to ensuring that legislative requirements, industry standards and frameworks are complied with and a focus on a centred person approach and duty of care.

#### INTAKE

HOME in PLACE VIC is committed to ensuring that all clients and their support services experience an uncomplicated intake process that is thorough and transparent and addresses their individual circumstances, needs and preferences and maintains a no wrong door approach.

HOME in PLACE VIC will ensure that clients are offered the right support for their needs and will be established by undertaking an initial assessment during the intake process. This assessment is used to identify concerns and to determine eligibility for HOME in PLACE VIC services. Where HOME in PLACE VIC is unable to meet the client's needs, or they do not meet the eligibility criteria, all efforts will be made to offer a referral to a more appropriate service.

#### REFERRAL

HOME in PLACE VIC are committed to a service system approach and improved linkages with a range of community services and resources and will collaborate with local services to ensure the right services are engaged at the right time for any tenants or clients who may require assistance.

As part of the support offered to tenants and clients, referrals may be facilitated to external specialist services and programs to meet the need of the tenant or client or to assist them to achieve their identified goals.

When investigating suitable services, consideration should be given as to whether they will be able to meet the identified needs of the client. Staff may be required to negotiate directly with another service on behalf of the client to ensure referral is agreed to and expectations of the other service are clear.

When making a referral to another service, staff will ensure that:

- Confidentiality and privacy are maintained at all times.
- They have clarified with the tenant or client the service needs they have expressed.
- The client has been provided with all of the information of the service they are being referred to.
- The service is provided with full and transparent referral information.
- Details of the referral are put in writing when appropriate and kept on HOME in PLACE VIC records.
- Follow up is made with the tenant or client and or agency if required.

## 4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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