

Working with the community

Referrals to agencies policy

Policy Section: 4.0

Policy: 4.1.1

Section Name: Working with the community

Document name	Referrals to agencies
Applicability	Mission Australia Housing
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1 Purpose

- 1.1** To detail the approach taken by Mission Australia Housing in order to assist applicants and tenants with specific needs or tenancy management issues to establish a connection to relevant services that may be able to assist them
- 1.2** To outline requirements for staff who facilitate referrals to services on behalf of applicants and tenants.
- 1.3** To outline conduct requirements for staff who liaise with and/or triage applicants and tenants with specific or complex needs.

2 Scope

- 2.1** This policy applies to staff responsible for working with applicants and tenants and of Mission Australia Housing.

3 Guiding Principles

- 3.1** The organisation works with a range of stakeholders to ensure positive outcomes for applicants, tenants and the community.
- 3.2** The organisation is inclusive of tenant advocates, families and guardians wherever required to coordinate the management of tenancy management issues.
- 3.3** The organisation adheres to probity principles of privacy, confidentiality and informed consent in its referral processes.

- 3.4** Tenants are assisted to access supports which enable them to sustain their tenancy wherever requested or required.
- 3.5** Tenants are wherever possible, supported to obtain a seamless transition between Mission Australia Housing and support services.
- 3.6** Staff exercise a high level of sensitivity to the needs, backgrounds and experiences of tenants.
- 3.7** The record keeping practices of the organisation ensure accountability and transparency.

4 Policy

4.1 Maintaining knowledge of agencies and services

- 4.1.1** Mission Australia Housing will maintain up to date records and contact details for support agencies, community based and government organisations which may be of assistance to housing applicants and tenants. Information relating to these agencies will be provided to applicants, tenants, their household members, advocates or guardians wherever requested.
- 4.1.2** Mission Australia Housing will promote the service offerings of support agencies to applicants, tenants, their household members, advocates or guardians in offices of the organisation. All staff will also be required to have a good working knowledge of support services available.

4.2 Referrals

- 4.2.1** Mission Australia Housing will, wherever appropriate or requested, refer housing applicants and tenants to other services of the Mission Australia Group and to services offered by external community partners in order to assist them to sustain their tenancy and improve their quality of life. These services include but will not be limited to:
- Alternative housing organisations
 - Tenancy and legal advisory services
 - Government agencies/departments
 - Refuges and crisis accommodation
 - Rehabilitation facilities
 - Financial and budgeting support services
 - Community centres
 - Medical and mental health support options.
- 4.2.2** Mission Australia Housing fully adheres to national and state based privacy legislation and:

- Tenants, housing applicants or their guardians will be required to provide their written consent to staff prior to any referral as per the [Privacy and Confidentiality Policy](#)
- Tenants, housing applicants or their guardians will be invited to specify any limitations to their consent, meaning, they may request for Mission Australia Housing to relay or withhold certain personal details as per the [Privacy and Confidentiality Policy](#)
- Tenants will be informed of their right to withdraw consent at any time.

4.3 Referrals to Mission Australia Housing

- 4.3.1 Mission Australia Housing will, wherever possible, promote the services of the organisation to community partners in order to facilitate streamlined referral of housing applicants and prospective tenants to Mission Australia Housing.
- 4.3.2 Staff of Mission Australia Housing will aim to acknowledge and respond to any referrals within a reasonable timeframe.

4.4 Record keeping

- 4.4.1 Mission Australia Housing will keep records of:
 - All referrals made to services of the Mission Australia Group and to external services
 - All referrals made to Mission Australia Housing from other services
 - Completed Consent Forms.

5 Definitions

Referral: a process which has as its primary objective the linking of clients/tenants to support organisations that they require to improve their quality of life and/or to maintain good outcomes which have been achieved. Referral is often performed at Mission Australia Housing for tenants who are vulnerable or at risk.