Housing needs assessment form

Housing needs assessment form

A housing provider or support worker completes this form for customers who have either:

→ an urgent or high need for public, Aboriginal or community housing

→ an urgent or high need for a public or Aboriginal housing transfer.

Public and community housing providers use the information on this form to:

→ assess the customer's housing need

→ match the customer to potentially suitable properties when they become available.

What you need to do

1. Complete this form.

2. Attach any other information or documents that verify the customer's circumstances.

3. Attach either a completed:

→ Registration of interest in housing form, if the customer hasn't already registered their interest

→ Registration for transfer form, if they're a public or Aboriginal housing tenant who wants to transfer to another public or Aboriginal housing property

→ Change of circumstances form if the customer's needs or situation has changed since they either registered their interest in public or community housing, or registered for a transfer.

These forms are available online at *www.sa.gov.au/housing*, or contact the SA Housing Trust.

4. Return this form to either:

→ the SA Housing Trust

→ the customer's preferred community housing provider.

Contact

If you need help or have questions about this form, please contact the SA Housing Trust:

Phone: 131 299

Email: housingcustomers@sa.gov.au

GPO Box 1669,
Adelaide SA 5001

www.housing.sa.gov.au

Office use only
Date received:
Staff user ID:
Customer name:
Person reference number:

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Customer's details

Full name:

Date of birth: Person reference number:

Agency details

Include details of the agency completing this form.

Name of agency:

Agency file number: Contact officer:

Address:

Phone: Email:

Current accommodation

Select all that apply to the customer's situation.

☐ Sleeping rough or in non-conventional accommodation - *eg on the streets, sleeping in parks, squatting, living in a car or an improvised dwelling.*

☐ In short-term or emergency accommodation due to lack of other options - *eg refuge or crisis shelter, couch surfing, living temporarily with friends or relatives, hotel or short stay caravan park.*

☐ Renting privately   ☐ Public or Aboriginal housing   ☐ Community housing

☐ Share housing   ☐ Caravan park (long stay)   ☐ Boarding house

☐ Institutional care   ☐ Supported accommodation   ☐ Own home

☐ Hospital/nursing home   ☐ Other:

How long has the customer been living there:

Provide any other relevant details about their living situation:

Why they need to leave their current accommodation:

☐ Domestic or family violence   ☐ Natural disaster - *eg fire, flood*

☐ They're the victim of a major crime   ☐ The property's unsafe - *eg roof caving in*

☐ The location's unsuitable   ☐ Their housing situation poses an imminent and serious threat to life, health and wellbeing.

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If they're living in private accommodation:

☐ The lease has expired

☐ Rent's unaffordable

☐ Relationship breakdown

☐ They've received an eviction notice

☐ They've been asked to leave

If they're renting public, Aboriginal or community housing:

☐ Persistent harassment

☐ Unresolved neighbour dispute

☐ Health or medical reasons

☐ The property's overcrowded

☐ They need to be closer to supports - *eg specific medical clinic.*

What date do they need to leave their current accommodation by:

Provide more detail about why they need to leave:

Accommodation history

Provide detail about where the customer's lived over the last three years, including:

→ how long for

→ why they had to leave

→ any other relevant information

Barriers to accessing accommodation

Select all that apply.

Why they can't access or maintain private accommodation:

Don't complete this section if the customer's renting public, Aboriginal or community housing.

☐ Long-term health issues   ☐ Long-term financial hardship

☐ Long-term disability issues   ☐ Leaving institutional care

☐ Discrimination   ☐ Chronic lack of social skills

Provide more detail about their barriers to accessing accommodation:

The housing options available

Explain what steps have been taken to access these options or why they aren't an option.

Buying their own home

☐ Yes   ☐ No

Private housing

☐ Yes   ☐ No

Support to maintain their current accommodation

☐ Yes   ☐ No

Supported or transitional housing

☐ Yes   ☐ No

Other housing options

☐ Yes   ☐ No

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Support options

Existing support

What supports are currently in place, and who in the customer's household receives them?

Who receives the support:

Agency:

Start date: H2H number, *if known:*

Type of support provided:

Who receives the support:

Agency:

Start date: H2H number, *if known:*

Type of support provided:

Who receives the support:

Agency:

Start date: H2H number, *if known:*

Type of support provided:

Additional supports needed

What other supports are needed and which agencies you've referred them to?

Who needs the support:

What type of support is needed:

Agency you referred them to:

Who needs the support:

What type of support is needed:

Agency you referred them to:

Who needs the support:

What type of support is needed:

Agency you referred them to:

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Category recommendation

Recommend a registration of interest category based on your assessment and knowledge of the customer's situation.

☐ **Category 1**

People who are homeless, at risk, and have long-term barriers to accessing or maintaining private housing options.

Public or Aboriginal housing tenants who are at risk in their current home and are experiencing tenancy issues which make their current home unsuitable in the long-term.

☐ **Category 2**

People who have long-term barriers to accessing or maintaining private housing options.

Public or Aboriginal housing tenants who are experiencing tenancy issues which make their current home unsuitable in the long term.

☐ **Category 3**

People who don't have urgent housing need or long-term barriers to other housing options.

☐ **Category 4**

Public or Aboriginal housing tenants who register and are approved for a transfer, but aren't eligible for Category 1 or 2.

Provide reasons for your recommendation:

Housing needs assessment outcome

The customer's preferred housing provider completes this section.

Category approved: Date:

Approved by:

Position:

Agency:

Reason for decision:

Government
of South Australia

SA Housing Trust