

Date of Review	Authorised Signature
See Version Tracking Table	

TITLE: **04.11 Housing Services Referral Policy**

SCOPE: RQ Housing programs

POLICY: RQ makes referrals to its internal services as well as to external agencies/services to assist applicants and tenants where the organisation is unable to provide the required assistance. Referrals are made only with the approval of the applicant/tenant.

PURPOSE: To provide guidelines on how to make referrals (internally and externally) when RQ Housing Officer is unable to assist or provide a service to housing applicants and tenants. The Housing Officer will also make referrals internally to other programs that RQ provides where required and where appropriate.

DEFINITION/S: RQ- Roseberry Qld
General Manager also refers to Acting General Manager
Staff refers to all paid and unpaid workers

PROCEDURES: **04.11.01 Permission to Refer**

1. At no time will the Housing Officer make a referral or involve another agency unless the tenant/applicant has provided written permission to refer or disclose personal information to the particular agency.
2. A copy of this permission is to be maintained on the tenant's file.

04.11.02 Internal Referrals

1. Where appropriate, the Housing Officer will refer applicants/tenants to services provided by RQ
2. The Housing Officer will use the prescribed format and process required of the particular program area.
3. This referral will be documented in the tenant file and where appropriate the Housing Officer will follow up with the referral to ensure tenants are linked in with the services provided.

Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of RQ Code of Conduct.

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04.11.03 External Referrals

1. Referrals are made to external agencies in the following circumstances:

- a) When RQ is unable to provide a service to the applicant/ tenant due to no vacancies or the person being ineligible
- b) Upon request from the applicant/tenant
- c) When a need is identified by the Housing Officer due to the tenancy being at risk because of such things as (but not limited to):
 - mental health issues
 - substance abuse issues
 - lack of domestic skill
 - family/domestic violence
 - child safety concerns
- d) Once the need for a referral has been established the Housing Officer will:
 - Involve the applicant/tenant with the process ensuring that they are aware at all times of the process
 - Source relevant agencies to refer the applicant/tenant to
 - Speak directly with the referral agency to ascertain whether a formal referral is required
 - Complete a formal referral report in the relevant agencies format and provide either direct to the agency or to the applicant/tenant to provide to the agency when an appointment is made
 - If the referee is a tenant a copy of the referral should be maintained on the tenant's file
- e) Where appropriate, the Housing Officer will follow up with the referral agency regarding referrals to ensure that the tenant/applicant has linked in with the services provided/offered

04.11.04 Resource and Referral Information

RQ maintains a range of information regarding other services available to prospective tenants, applicants, tenants and clients of the organisation to provide when requested and when an identified need is addressed.

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ACCOUNTABILITY: RQ Housing Officers
RQ Housing Manager

EVALUATION METHOD: Annual Tenant Survey
Annual External Stakeholder Survey

OTHER RELATED POLICIES / DOCUMENTS: RQ Confidentiality and Privacy Policy
RQ Client Consent Form
RQ External/Internal Referral Form
Housing Regulation 2017

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	22/05/2018	Yes	RCS Board	05/06/2018
2	November 2018	No	N/A	N/A
3	16/03/2020	Yes	RQ Board	27/06/2020
4	December 2020	No	N/A	N/A

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