

04.11 HOUSING & HOMELESSNESS SERVICE REFERRAL POLICY

SCOPE

RQ Housing and Homelessness 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 guidance on the use of 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
Workforce	Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium.
Staff	Refers to paid staff, graduates and student placements.
Volunteers	Refers to individuals who provide unpaid services at a site.

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.

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

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- 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.

ACCOUNTABILITY

RQ Housing Officers
RQ Housing and Homelessness Manager

EVALUATION METHOD

Review of RQ policies as per [01.10 Policy and Procedure Development and Review Policy](#),
[02.23 Quality Evaluation & Improvement Policy](#)
Annual Tenant Survey
Annual External Stakeholder Survey

LEGISLATIVE COMPLIANCE

[Queensland Housing Regulation 2015](#)

RELATED DOCUMENTS

[03.04 Privacy and Confidentiality of Information Policy](#)

DOCUMENT CONTROL

Category	Current document details
Document owner	RQ Board
Current author/s	Sherrie Stringer
Status	Approved
Version number	V3.1
Timeline for review	Annually or as required
Date of next review	February 2024
Storage	Document Library/Policies/4.Service Delivery Housing

Review Date	Version	Summary of Changes	Approved By and Date
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22/05/2018	V1		RQ Board	05/06/2018
November 2018	V2		RQ Board	
16/03/2020	V3		RQ Board	27/06/2020
08/02/2023	V3.1	Reviewed	General Manager	13/02/2023