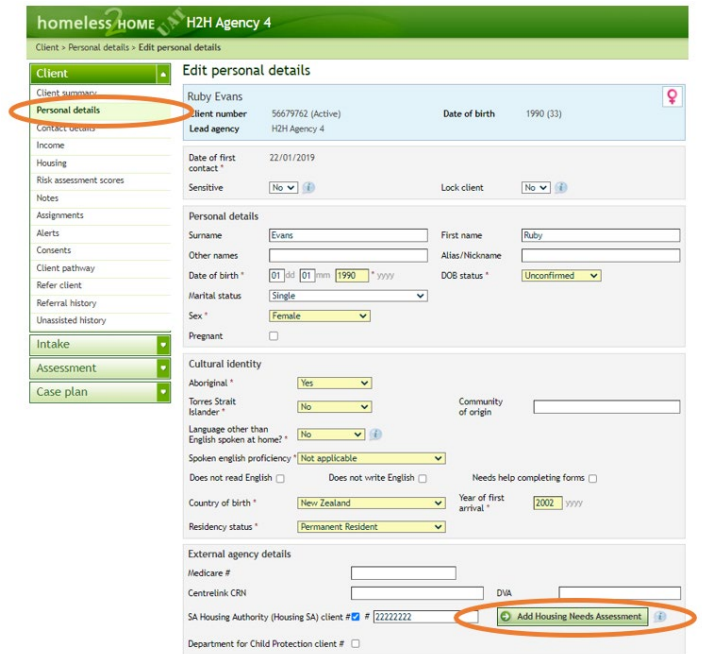


H2H Release 2.17 - Recording an Online Housing Needs Assessment

An online version of the SA Housing Authority Housing Needs Assessment (HNA) is now available via a link in the Homeless2Home (H2H) system, located on the edit personal details screen as shown below.

This alternate option for completing the existing Agency HNA, allows for the entire HNA process to be completed online, including submission of supporting documents, and involves the verification of both client and agency/worker information via H2H, to allow for client matching and identification of the support provider.

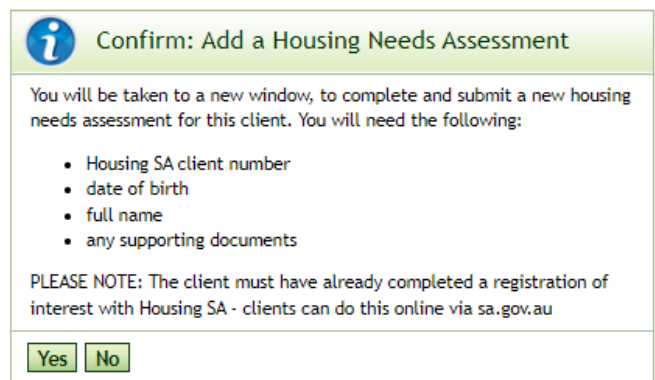
We hope that this process will reduce waiting time for face-to-face appointments, reduce the overall length of time for clients to receive a category recommendation from the Authority, and streamline the HNA completion process for Agency workers.



The screenshot shows the 'Edit personal details' form for Ruby Evans. The left sidebar contains a menu with 'Personal details' highlighted. The main form area includes fields for Client number (56679762), Lead agency (H2H Agency 4), Date of birth (1990), Date of first contact (22/01/2019), Sensitive status (No), Lock client (No), Personal details (Surname: Evans, First name: Ruby, Date of birth: 01/01/1990, DOB status: Unconfirmed, Marital status: Single, Sex: Female, Pregnant: No), Cultural identity (Aboriginal: Yes, Torres Strait Islander: No, Language other than English: No, Spoken English proficiency: Not applicable, Does not read English: No, Does not write English: No, Needs help completing forms: No), Country of birth (New Zealand), Year of first arrival (2002), Residency status (Permanent Resident), and External agency details (Medicare #, Centrelink CRN, DVA, SA Housing Authority client # [2222222], Department for Child Protection client #).

Key points to consider when choosing this HNA option for your client are:

- Has your client consented to the sharing of information with the SA Housing Authority? This should be recorded as per your agencies existing consent procedures
- Do you have all the required client details in H2H? To match the client from H2H to the Authority's Housing Connect system you must have:
 - Housing SA client/customer number
 - Date of birth (DD/MM/YYYY)
 - Full name (First and Surname)
- Does the client have an existing Registration of Interest with the SA Housing Authority? This must have been completed, and income and identification verified prior to the HNA.
- Do you have all support documents ready to upload? There is no ability to SAVE progress on a HNA or add documents after submission
- Are the documents for upload correct? You will be unable to delete incorrect documents. You must upload the correct documents as well as any mistaken ones or begin the assessment again.
- Do you have clarity around the client's circumstance and answers to the questions the in the HNA? Once the HNA is submitted the Category outcome will be based on what is included with no follow up. Text fields will allow for up to 1000 characters
 - You can find further information about the information and evidence required at sa.gov.au
- When a client is matched, a message will display to state the date of the last submitted HNA. This is a good time to ascertain if there has been significant change to the client's circumstance to warrant a new assessment
- Once submitted, the HNA is directed to an Access worker at the SA Housing Authority for review, and the client/customer will be advised of the outcome via their preferred contact method.



Confirm: Add a Housing Needs Assessment

You will be taken to a new window, to complete and submit a new housing needs assessment for this client. You will need the following:

- Housing SA client number
- date of birth
- full name
- any supporting documents

PLEASE NOTE: The client must have already completed a registration of interest with Housing SA - clients can do this online via sa.gov.au

PLEASE NOTE: Like H2H, the online HNA has a 15-minute timeout to protect the privacy of client information, which will reset as you progress to the next page in the HNA. Be mindful of time taken to type responses on each page, as your progress will not be saved if you are timed out

The form has been designed to assist a client group who have an existing relationship with a Specialist Homelessness or Domestic & Family Violence Service, have a Registration of Interest with SAHA that has been income and identification verified and can provide details of their situation and documentation to verify these details.

Uptake of the online Agency HNA will be closely monitored alongside user feedback, with a view to future enhancements should the new format prove helpful to both agency staff, and clients/customers.

Housing Connect Government of South Australia SA Housing Authority

Client Details

H2H Customer Details	
Surname	Evans
Date of Birth	01/01/1990
PRN	22222222
Centrelink Reference Number	

SA Housing Authority client number *

Date of Birth *

Surname *

Centrelink Reference Number

Related Information **Contact Us**

[Do you need HELP with this?](#) [131 299](tel:131299) | housingcustomers@sa.gov.au

[Homeless to Home System](#)

H2H questions can be directed to the Homelessness Systems Support team at **1300 885 912 – select 3** or email HousingH2H@sa.gov.au

For issues with completion of a HNA in Housing Connect, or follow up queries regarding a HNA outcome, please contact the SA Housing Authority at **131 299** or by email at housingcustomers@sa.gov.au