

Integrated Housing Exits Youth Justice Program guideline

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1 Referring customers to the program

Youth Justice case managers, in consultation with their supervisor, identify suitable young people for the program. The Youth Justice supervisor, in consultation with the HYPA manager, refers eligible young people to HYPA by completing an Integrated Housing Exits Youth Justice referral form.

Youth Justice consults with the Department for Child Protection before referring young people who are subject to both a Guardianship of the Chief Executive order and a Youth Justice order.

Once the referral's accepted, HYPA allocates a case manager who assesses the customer's support requirements.

If there aren't any vacant properties available when the customer's released from detention and they have urgent housing needs, HYPA helps them find alternative accommodation, for example supportive accommodation through homelessness support services, living with family or friends.

2 Nominating customers for a property

The Central Allocation Team emails the Manager HYPA Youth Justice Services to tell them that a property is about to become or is vacant. The support service should also be told that there is a property vacant.

The Central Allocation Team advertises the Supportive Housing (SH) vacancy in line with the SH allocation nomination process.

The HYPA manager and the Youth Justice supervisor jointly assess and select a customer for a vacant property. Take into consideration:

- if the customer's eligible in line with the Integrated Housing Exits Youth Justice Program policy
- the customer's levels of risk and vulnerability
- the customer's support requirements, for example support workers
- any health and social issues that impact on the customer's ability to secure and maintain housing
- if the property's suitable for the customer and meets their needs, for example close to supports and near an education facility
- the customer's best fit with the property location and type, for example social mix or modifications for a disability.

Once a customer's nominated, HYPA:

- assigns a case manager to the customer
- helps the customer register for housing if they aren't already registered
- gets [proof of income and identity](#)
- sends all documents to the primary contact organisation.

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If there aren't any suitable young people referred to the program and a property's vacant, HYPA and Youth Justice collaborate to accept referrals from other agencies who work with eligible young people.

2.1 Registering customers for public and community housing

HYPA tells the housing provider when they nominate a customer for a vacant property.

The customer is registered for public and Aboriginal housing and community housing, depending on what their preference is.

If the housing provider's a community housing provider they email the Housing SA Contact Centre at HousingCHCRContactCentre@sa.gov.au to assign Category 1+ on the Community Housing Customer Register. Include all the below information in the email:

- the customer's registration number
- the property's address
- the customer profile type, for example registered ex-institutional youth consumer with support
- their current category.

The Contact Centre:

- checks the customer's registered for the area the vacant property's in
- confirms the customer's details match the Community Housing Customer Register
- enters a note on the application in Connect to show the customer's approved for a Homelessness Exit Youth outcome.

3 Offering properties

The housing provider tells HYPA when the customer's registered. HYPA:

- offers the property to the customer
- arranges for the customer to view the property, if possible
- tells the housing provider if the customer accepts the offer
- tells the Youth Justice case manager about the customer's decision.

If the housing provider's Housing SA, offer the property in line with the Allocations guideline.

If the housing provider's a community housing provider, offer the property in the Community Housing Customer Register as below:

- support agency: 'HYPA'
- tenant Allocation Type: 'Supported'
- housing type is either 'Stimulus', 'Stimulus-Generic' or 'Debentured-used for Stimulus'
- support program type as 'Homelessness - Ex-Institutional Youth'

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- the tenure as 'limited tenure'
- the homeless filter isn't applied.

If the customer refuses the property, tell the housing provider and select another customer for the property.

4 Pre-allocation meetings

Once the customer's accepted the offer but before they move in, HYPAs organise a pre-allocation meeting with:

- the customer
- the Youth Justice case manager
- any other relevant support services.

The aim of the meeting is to negotiate and formalise details about the tenancy and case management plan. Things to discuss include:

- coordinating appropriate supports and household goods
- the case management plan
- the roles and responsibilities of everyone involved
- issues that may place the customer's ability to maintain their tenancy at risk
- strategies to manage potential risks.

HYPAs:

- develops the case management plan
- applies for funds, for example the Adolescent Community Care Options Brokerage from the Department for Child Protection, Transition to Independent Living Allowance fund, to buy household items and relevant services specific to the customer's needs
- helps the customer move in, such as arranging utilities connections, removalists, household goods.

5 Allocating properties

HYPAs and the housing provider make all reasonable attempts to house the customer within two weeks of accepting the offer, except if another timeframe's been negotiated.

The housing provider allocates the customer to the property in line with their organisation's policies and procedures, for example handing over the keys, completing the inspection form. They're housed on a 12 month short term lease agreement in Connect. Select short term lease as the tenure type.

Once short-term lease is selected in Connect 'close the housing application', and change the status to 'NO'. This automatically defers any existing active registrations for 12 months.

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The registration can be reactivated when planning an exit from the program with the customer if it's still required.

6 Case management plans

Case management plans are confidential agreements developed by HYPAs in consultation with the customer and their Youth Justice case manager. Customers must give their consent for details of their case management plan to be shared with a third party, including the housing provider, in line with HYPAs's policies and relevant legislation.

Case management plans identify:

- the customer's goals, abilities and needs
- how to increase the customer's capacity to live independently
- how to reduce the risk of homelessness and re-offending
- strategies and interventions, including possible resources and actions
- any professional or personal supports the customer needs to achieve their goals.

HYPAs records case management plans in the [Homeless to Home system](#).

6.1 Reviewing case management plans

HYPAs continuously reviews and updates the customer's case management plan. They consider:

- any concerns the housing provider, Youth Justice case manager or others have
- the customer's progress towards their goals
- the customer's need for ongoing support
- the customer's level of engagement with their supports
- developing appropriate exit strategies to leave the program.

6.2 Customer refuses to engage

If the customer's reluctant or refuses to engage in their case management plan, HYPAs discusses it with the housing provider and Youth Justice case manager. Develop a strategy to address it through assertive support to give the customer the best possible chance to successfully complete their case management plan and maintain their tenancy.

If the customer refuses to engage and is at the end of their lease, their lease agreement won't be renewed. They'll leave the property and the program and be offered support by HYPAs to access other housing options.

A customer refusing to engage in a case management plan isn't grounds to end the tenancy.

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7 Managing the tenancy

The housing provider manages the tenancy in line with their organisation's policies. This includes:

- setting, charging and reviewing rent
- managing antisocial behaviour
- carrying out maintenance and repairs
- managing transfers, if required.

If the tenancy's at risk, for example rent arrears, antisocial behaviour, the housing provider takes the lead in addressing the issues with the customer. Negotiate any action to be taken with HYPA. Consult the Youth Justice case manager if the customer's subject to a youth justice order.

7.1 Other occupants

HYPA may approve another occupant, including the customer's children, moving into the property. They take into consideration any potential risks posed to the customer's tenancy and engagement in the program, and what support the other occupant can provide to the customer.

The customer's children may live in the property if the customer gives all relevant information to the housing provider and HYPA, and it's appropriate for the child to live there, for example it won't contravene an intervention order.

The housing provider will determine if extra people are approved. Written approval must be sought before the other occupant moves in.

7.2 Temporary absences

Customers tell HYPA and the housing provider if they're going to be absent from the property for a short time, for example staying with relatives for a week. They may also need permission from their Youth Justice case manager if they're subject to specific conditions of a court order.

If they've been incarcerated, the housing provider, Youth Justice and HYPA jointly determine either:

- to encourage the customer to end their tenancy
- if a caretaker can stay at the property
- if the tenancy can be maintained in their absence.

Take into consideration how long the customer will be in custody, and their preferences, needs and situation.

The housing provider approves caretakers in line with their organisation's own policies.

The housing provider may take action to end the tenancy in line with their organisation's policies.

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If the customer is temporarily absent and has no, or limited income to pay rent, for example because they're in custody, the housing provider advises HYPA what options are available to the customer.

7.3 Reviewing the tenancy

Throughout the tenancy, and at least 3 months before the lease agreement ends, the housing provider, HYPA and the customer discuss the tenancy to determine which of the below outcomes are the most appropriate:

- the customer still needs support, and will be offered another lease agreement for up to 12 months
- the lease agreement won't be renewed, and an exit strategy will be put in place
- the customer should stay in the property but exit the program
- the customer should transfer to another property if it's in their best interest to support them to maintain their tenancy.

8 Ending the tenancy

A tenancy may end before the lease agreement expires if the customer either:

- gives written notice to end the tenancy
- breaks the conditions of their lease agreement
- abandons the property.

Taking action to end a tenancy is a last resort. Give the customer every reasonable opportunity to address the issues and maintain their tenancy. Consult with HYPA and the Youth Justice case manager as soon as possible should issues arise.

The housing provider may take action to end the tenancy if all reasonable attempts have been made, and available options explored to help the customer resolve the issues and maintain their tenancy, for example referrals to advice and advocacy services. The housing provider and HYPA are jointly responsible for telling the customer about the decision.

9 Exit strategies

HYPA develops appropriate exit strategies before the customer leaves their tenancy to make sure they don't exit the program into homelessness. This includes:

- discussing their housing options
- helping them apply for services, for example help paying bond and rent from Housing SA
- helping them find safe and affordable accommodation, for example renting privately.

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9.1 Support no longer required

If the customer doesn't need support anymore, they exit the program at the end of their lease agreement. If they haven't found alternative accommodation before the lease agreement ends, the housing provider can offer 3 month short term leases until alternative accommodation is secured.

9.2 Staying in the property but leaving the program

In certain circumstances it may be possible for the customer to leave the program but remain in the property. This means:

- HYPAs stop supporting the customer under the program
- the tenancy becomes an ordinary tenancy in line with the housing provider's policies
- the property is no longer assigned to the program and another property is assigned to the program to replace it.

9.3 Reactivate public or community housing registration

The customer can reactivate their deferred registration for public or community housing if they decide to leave the program.

HYPAs can help them:

- provide all necessary documents, for example proof of income and identity, to the housing provider
- provide any further information required, for example to update the customer's details, determine the appropriate category for their registration.

If the customer's application is for public housing reactivate the deferred application in Connect. Reactivate the deferred application in line with the Managing the housing register guideline.

If the customer's registration of interest in community housing has been deferred in the Community Housing Customer Register, the housing provider:

- overrides the category
- records the reason as 'Youth Justice Program exit strategy – HNA completed by name of staff member'
- updates the current housing field with 'Other'
- enters 'Exit strategy from Youth Justice Program' in the text field.

If the customer's moving into public or Aboriginal housing, withdraw the deferred registration of interest. Record the reason in the Community Housing Customer Register as 'Youth Justice Program customer exiting program - long term housing secured'.

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10 Assigning properties to and from the program

The housing provider may assign properties out of the program, for example because the customer left the program but stayed in the property, or the property has had problematic tenancies and another property is assigned to the program to replace it.

The management committee provides strategic and operational direction to the program. The committee meets every 6 weeks, chaired by HYPA. The committee consists of representatives from:

- Housing SA
- community housing providers
- HYPA
- Youth Justice.

11 Related information

11.1 Controlling documents

This guideline is based on and complies with:

- Integrated Housing Exits Youth Justice Program policy v 2

11.2 Other documents and resources

- [Proof of income, identity and rent](#)
- [Housing registration and allocation policy](#)
- Privacy and information sharing guideline
- Registration of interest in housing form
- Housing Needs Assessment form
- Integrated Housing Exits Youth Justice referral HYPA form

11.3 Date this guideline applies from

9 November 2020

11.4 Version number

2

11.5 Disclaimer

This guideline can be changed, withdrawn or replaced at any time.