

Youth Service Emergency Housing end-to-end guidance



Service Centre Guidance

If a young person presents to the Service Centre and has an immediate EH need, requiring urgent attention now:

- Assess whether the young person has an immediate emergency housing need that requires urgent assistance now (e.g. presented to the site late in the afternoon, with nowhere to stay tonight).
- You will follow the frontline BAU EH application process and approve or decline (If a young person is not enrolled with a Youth Service Provider, support the young person to begin the application process for YP/YPP).

If young person **does not** have an immediate EH need and is already enrolled in Youth Service:

- Refer them to their Youth coach for further support with their housing need.

Youth Coach (YC) Guidance

- Each Youth Service provider should nominate a housing contact person to be the primary contact with MSD's Manager Regional Housing (MRH).
- When a Young person enrolled in your service presents in person with a EH need:
 - Assess their eligibility for EH and explore alternative housing options including transitional housing, before considering EH.
 - Support young person with other available assistance e.g. Accommodation Supplement, Housing Support Product, Temporary Additional Support, Transitional Housing, FACE, Public Housing assessment.
- **Transitional housing must be considered before EH.**
 - Contact MRH to find available TH providers in the area.
 - Create a TH ART task and submit task.
 - The young person must complete a TH consent form, followed by an assessment with provider.
- **If EH is still needed:**
 - Notify your ¹YSP housing contact person, who will contact the MRH (or delegated person) to discuss suitable EH options.

¹ The Youth Service provider will appoint a housing contact person who will hold and manage the relationship with the Manager Regional Housing (or delegated person).

- Once the MRH has confirmed suitable EH supplier/s, you will contact the provider to arrange and secure placement for the young person,
- Create an EH hardship task in ART and send it to YSSU for processing.
- Once you have received the outcome from YSSU,
 - advise the young person of their rights and obligations,
 - provide them with a copy of their EH hardship letter.
- Continue supporting the young person with additional housing assistance and explore alternative options.
- The YSP housing contact person and MRH (or delegate) will work together to connect young person to other housing related services:
 - Ready to Rent
 - Housing Broker
 - Referral to Transitional Housing

YSSU guidance

When YSSU receive an ART task for an EH request (initial or transfer):

- Check the Young person's CMS file for the EH approval note from Manager Regional Housing (CEN TYPE: Service Delivery Housing Title: EH supplier approved for YSP)
- If there is no EH approval note from MRH, contact the Youth coach to follow the Youth Service EH process.
- Process the request as per BAU.
- Update ART with outcome, attach relevant documents and send back to YSP.

Manager Regional Housing guidance

If contacted by a YSP housing contact person for support in securing EH:

- Provide details of suitable EH suppliers for the Youth coach to arrange placement.
- If no vacancies are available, the YSP housing contact person may continue to follow up.
- Record an approval note in the young person's CMS file.
 - **MRH CMS note template:** CEN TYPE: Service Delivery | Housing | Title: EH supplier approved for YSP.
- Continue working with the YSP housing contact person to connect the young person to additional housing services.
 - Ready to Rent
 - Housing Broker
 - Referral to Transitional Housing