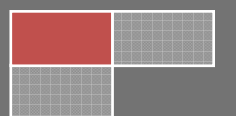


2009

Young People and the One Social Housing System

Section 1: Form 7 – Recommendations for change

This section focuses on Form 7 and recommendations for improvement in terms of its accessibility and usability for young people and services.



Recommendations for changes to Form 7

General	Feedback	Recommendations
	<ul style="list-style-type: none"> ○ Form is generally too long. ○ In many sections the form requests the applicant to “attach all documentation” or “attach evidence”. Since the Department does not accept a vast range of what the average person would consider evidence, maybe what is accepted should be specified. Other States and Territories have this process in place although it would make the form much longer though. <p><i>[Case Study 1] Having dealt with the DOH for many years I must say that my interactions with the staff have been hugely positive however some of the internal processes hinder staff and clients alike.</i></p> <p><i>I am currently working with a parenting young woman who has been sent a cancellation letter 4 times. The reasons given are usually that not enough paperwork has been received. Now having been apart of this process with this young woman I know the paperwork has been handed in, sent and faxed on many occasions. Originally when she went on the list for departmental housing she applied at the local DoH area office, she physically took all of her paperwork to the office where they took copies and sent her on her way. Over the past two years they have sent her many letters about supplying more information and additional paperwork. I understand that over the years the processes around eligibility and application have changed so more information was required by the department. She has complied with their requests.</i></p> <p><i>Late last year she was again removed from the list and as she had moved address and her circumstances had changed she attended another office and went through the complete application process once again (accompanied by all of her paperwork). I as a support worker faxed a support letter to the office and all seemed to be going well. Just before Christmas she attended the office to supply a medical cert when she was informed that all of her paperwork would need to be supplied to the original office she applied with as they couldn't have her application with two offices as and [DoH office] was the original place she had applied it would have to stay with that office. She asked that they then transfer all of the paperwork she had supplied to the new office be sent over to [DoH area office] as she now lived in [suburb name removed]and with a small child and 38 weeks pregnant it was hard for her to attend the office so far away.</i></p> <p><i>She contacted [DoH area office] just after Christmas to inform them of the birth of her second child and was told that her application had been cancelled as she had not supplied the required paperwork. She explained that the valley office had all the paperwork and were forwarding the information that she had only just provided a month earlier, unfortunately [DoH office]have no record of this paperwork in her file and therefore she needed to present to the office and supply this paperwork again.</i></p> <p><i>This is still a work in process!!</i></p> <p><i>[Case Study 2] I have a parenting young woman who posted her application in with the assistance of a support worker and it was claimed that this paperwork was never received. Her support worker then transported her to the office to hand in application and documentation. This is where I started working with the young woman and we called them to check on her application as she had received no notification that she was listed with them. They informed her that she wasn't on file and no application existed. I attended the office with the young person requesting an interview to complete the process (the interview was one of the new processes in place) we did this supplying all documentation. When calling them a week later as she had not received her confirmation letter we were told that there was nothing on their system and we would need to make another appointment and come into the office with required paperwork once again.</i></p>	<ul style="list-style-type: none"> ○ There needs to be a list developed outlining all the types of evidence required. ○ The Department of Housing should provide referrals to support agencies that can assist young people to fill out the form and in accessing supporting documents. ○ The Department needs a more robust system in acknowledging application.

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Now I am a patient person however this was incredibly inconvenient considering she had a baby and we had already spent over an hour in an interview! I voiced this and asked to speak with the worker who had done the interview I attended (always get a name!). It was then that she informed me that they had a back log of applications that had not been entered into the system and were a few weeks behind. She did however assure me that we did not need to go through the process again and she would make sure that her confirmation would be sent out. Thankfully this worker was wonderful and called me to say it had all gone through and has remained in contact with me with regards to this young person who was very quickly sent for "allocation" so we are patiently waiting for a property to become available in her allocated areas.

[Case study 3] This case study covers the period from September 2008 to February 2009. Attended Department of Housing Office to complete an Application Review Form. This form was completed, along with a Centrelink release form and submitted to the person behind the counter.

Young woman informs the service that she has been issued with a Notice to Leave her current accommodation.

Young woman submits the Notice to Leave to the DOH area office in person, with a support person.

Contact with DOH to inform them that young person had moved and no longer was at her listed address. Requested that a note be made on the young woman's file of our office's contact details in the event of them being unable to contact the young woman.

They were unable to do this without an authority form and sent one out.

Contact with DOH revealed that the young woman's Notice to Leave had not been recorded on her file. A copy was faxed over.

Team Leader made contact with DOH and spoke to a supervisor (?). Arranged for young woman's address details to be changed to our office and left a note in her file.

Faxed DOH a copy of signed authority form along with a copy of young person's Notice to Leave noting an error and a need to check their files.

Young woman signed a referral form at Child Safety, which her Child Safety Officer (CSO) would get her manager sign and submit to the DOH office in person.

Phone contact with DOH revealed that they had no record of the authority form faxed on [date deleted] and did not have any record of the referral from Child Safety. Resent fax with authority form and Notice to Leave. Was then able to update the young woman's contact details, which had not been done previously.

Phone contact with young woman's CSO revealed that the referral form had been submitted previously, around the [date deleted]. The CSO agreed to submit another copy to the office.

Review Interview with young woman at DOH. Referral from Child Safety was still not recorded on her file, despite being submitted in person twice.

The woman doing the interview assured us that she would follow up with the young woman's CSO.

Phone contact with DOH revealed that the referral from Child Safety had still not been recorded on her file. Asked to speak to the Client Services Manager (CSM), who was unavailable. Spoke to a supervisor. The supervisor agreed to follow-up the matter with their Child Safety unit, where the paperwork was most likely forwarded to. The supervisor assured me that she would call back.

Having not received any further contact with the DOH supervisor, contacted the department and eventually spoke to the CSM.

Received message from CSM, who was still waiting to hear from the head of the Child Safety Unit. The young woman's application had been referred to the 'A Place Called Home' program, however it was likely that there were no places remaining in that program. I was assured that was the case her application would be streamed back into the general waiting list at the highest priority.

Phone call with CSM. Apologised for not contacting me, as he had thought the head of the child safety unit would be contacting me. The young woman's application was to be streamed back into the general waiting list at the highest priority and the CSM was arranging for her file to be sent to their allocations unit, who he had discussed the case with.

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Received phone called from DOH worker requesting a letter of support from [youth service], a copy of the young woman's citizenship certificate and an Income Statement from Centrelink. I informed them that the young woman had signed a Centrelink release form a number of months ago, however this was not on her file.

Phone call to CSM reporting that the young woman had signed a Centrelink release form in September last year, but this had not been placed on her file. Also asked about the timeframe for providing her Citizenship certificate and whether it would affect her file being transferred to 'Allocations'. I also asked the CSM to forward our Team Leader a copy of their grievance policy, which he agreed to provide. When asking how best to submit further information, including our support letter for the young woman, the CSM offered to pick up the documentation from our office in person.

Received phone call from CSM. They were looking for the Centrelink release form and was able to provide them with information from the young woman's case file about when the form was submitted and who the DOH worker was.

Received phone call from CSM. They had found the Centrelink release form and were able to access the young woman's income information. They still required the citizenship certificate and the support letter, however the young woman's file would still be sent to the 'Allocations' section.

- The form needs to be much clearer that an application will not be processed if an interview is not conducted.
- The department currently has a 28 day turn around time for provision of documentation although this is not stipulate on the form however the Department of Justice and Attorney General has indicated that the turn around time one should allow for a birth or marriage certificate is a minimum of 8 weeks (56 days) for a recent event, within the last 3 months, and a minimum of 5 weeks (35 days) for events older than that. To meet this deadline means that many applicants will need to bear the extra cost in terms of the lodgment of a priority application for a birth or marriage certificate to try to meet the 28 day Department of Housing deadline;
 - a. \$27 per certificate, plus \$21 per certificate for priority, plus \$4.30 for express post; a total of just over \$100 if a client has to get both even more if they have get full birth certificates for any other family members.
 - b. For many people applying for Department of Housing assistance the \$27 it costs for one certificate impacts on their family budget, \$100 can mean half the grocery budget for the fortnight is gone.
- No where on the application form does it state that the applicant **must** supply a birth certificate and marriage certificate if the applicant is female and has been married, as proof Australian Citizenship. The form also indicates on page 17, that an extract of birth will suffice for proof of identification. Some services have been informed that this is no longer the case and that the applicant must supply a full birth certificate.

[Case study 4] In one case that we are working with no contact was made with the client to inform them that this documentation was still needed. They only found out when they rang to find out what was happening with their application. Fortunately they have been granted an extension to provide the docs. However the extension still only gives them 28 days. To try to meet the 28 day turn around the applicant has to pay an additional \$21 per certificate plus \$4.30 if they need express post; each certificate costs \$27 alone. For the client mentioned above it has meant an outlay of just over \$100 to try to get the necessary documentation prior to the cut off point. For an applicant in a rural or remote area to find out that they must supply the documentation they need to have access to the internet and go the "How to apply for housing assistance" page on the Department of Housing website. NOTE: I have just checked the aforementioned page and there is still no mention on it that a birth certificate is required as proof of Australian citizenship.

- Applicants need to be informed that they need to go through an interview process before their form is processed.
- Applicants should not be assessed and be placed "on hold" within the 28 days if they can demonstrate that they are waiting for documentation.

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- There needs to be an improved communication strategy so that applicants and services are aware of changes to departmental policy as it occurs.
- They should have a section at the end where applicants or anyone assisting an applicant to fill out the form 7 can give feedback on the form!
- There needs to be grievance mechanism for young people and services and people should not have experiences such as the one outlined below' *[Case study 5] "When I began questioning these changes on a client's behalf I was informed by a Department of Housing Area Manager that clients can challenge it if they like but they won't be successful."*
- In some cases the Department is not even going through the process of the application, see example below;

[Case study 6] A young woman who is known to us has been in today. She has a mild intellectual disability and some very difficult behaviour which makes it impossible for her to share with anyone etc etc. and is homeless. She has recently been staying in the shed on her mother's property, mum has taken out an order on her (justified) and she can no longer stay there. She is on the DoH list. The only available accommodation is caravan parks at between \$175 & \$210 per week. She went to DoH with her support worker to see if they could offer her a property – no can do. DoH informed her she was not eligible for a Bond Loan to get into caravan park as to be eligible her rent needs to be less than 60% of her income, they did offer to refer her to Local Lenders (high interest money lenders) to get a loan for a bond.

- The form should be available in an electronic format with relevant hyperlinks.
- The form needs to include an option for feedback on the form.
- The department needs to provide written information about how applicants can lodge a complaint

Questions	Issue	Case study	Recommendations [these are scaled in order of highest priority to lowest giving the department a range of changes that could occur with regard to each question]
1	<p>There is an underlying assumption that people understand the difference in housing types. As a result the descriptors need to be much more user friendly.</p> <p>There is no recourse once you have decided to choose one or the other.</p> <p>At some level this is an artificial split as there is such little distinction in the policy that drives public and community housing. It really should only ask if you want housing and that once eligibility is determined then the questions of public or community housing is asked. If an applicant wants to change their choice they should be able to do so in writing or in person.</p> <p>If there is no change to the form then an additional housing question needs to be included. Applicants should also be asked if they want to apply for affordable housing as a separate category and have the implications of this (eg. charged a percentage of market rent rather than a percentage of income) explained to them in detail.</p>	<p><i>[Case study 7] One service was informed that if an applicant didn't tick both they were not very needy/too fussy.</i></p>	<p>1(a) if the current questions are kept there needs to have improved descriptors.</p> <p>1(b) add affordable housing as a housing option with a adequate descriptor</p> <p>1© there needs to be a process in place so that applicants can change their options</p> <p>1(d) Remove this question and be clearer regarding what this form is for</p>

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2	<p>This requires the person to make a decision in order to answer the question, further it requires the person to make a decision about the additional information needed</p> <p>“Someone who assists you to make decisions” is a very specific support person.</p>	<p>[Case study 8] A NGO owns a duplex property, which consists of two, two bedroom units. We have this property as transitional accommodation for young parents who are on our Same House Different Landlord waitlist. We are currently housing two single parents, who each have one child, at this property.</p> <p>Both of these young parents had their eligibility reviewed recently by the Department of Housing. Both of these young parents are in identical circumstances however, one was assessed as eligible and high need and the other as not eligible as she was adequately housed.</p> <p>The significant difference was that one young parent asked the support worker to assist her to complete the paperwork and the worker highlighted that the young parent was accommodated by a SAAP service. The other young parent simply completed the paperwork on her own, as she believed she understood the forms. The young parent who was assessed as not eligible for social housing was clearly disadvantaged by completing the paperwork without the assistance of an informed worker. “How many people are incorrectly assessed?” and “What needs to be done to ensure applicants are not disadvantaged purely because they complete the paperwork without assistance?”</p> <p>We had offered this young woman a SHDL property, however were unable to proceed at the time. She approached the Department of Housing with a request to reapply and a letter from the SAAP service verifying her circumstances. She was given an appointment to reapply four weeks hence. The SAAP service made a decision to hold the property until her application is processed and a worker will accompany her to the interview.</p> <p>The immediate consequences:</p> <ul style="list-style-type: none"> o Unnecessary stress and uncertainty for the young parent involved o Unnecessary delays and stress for next young parent waiting to move into property o Unnecessary increase in workload for SAAP program o Loss of income for the organisation 	<p>2(a) The applicant should be asked simply if they would like a support person’s details to be recorded and whether they would like this support person to be forwarded any correspondence the applicant is sent.</p>

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<p>3</p>	<p>This question has an underlying assumption that the applicant has somewhere to live. If you are homeless it needs to be a postal contact.</p> <p>Questions 4 should be collapsed into questions 3 and therefore ensures that the department does not use its one letter process as a mechanism to cancel a person's application. The department must undertake due diligence in contacting people.</p> <p>Contact should be made with both applicant and alternative at same time.</p> <p>Sending an SMS should not be able to be considered having tried to contact the person. There is no way of knowing it reached the person's mobile etc.</p>		<p>3(a) Needs to include the option for a postal address</p> <p>3(b) it needs to be stated that the department will contact you and your alternate contact person separately and in writing before cancelling your application.</p> <p>3© the department needs to contact the applicant regularly about their ongoing need.</p>
<p>4</p>	<p>See question 3 issues</p>		
<p>5</p>	<p>This question can be misinterpreted and the needs to be more specific</p> <p>There is no question with regard to household member role.</p>		<p>5(a) This question should be "Do you or anyone to be housed with you have a lease with the Department of Housing"</p>
<p>6</p>	<p>This question is invalid as it does not specify what type of community housing people may currently be living in.</p> <p>People do not understand what community-managed housing means. This is evidenced by the fact that many people living in CRSs answered "no" to this question during recent reviews and were consequently considered to be "appropriately housed" and removed from the housing register. This comes back to the definition of community housing needing to be clearer – see question 1.</p> <p>There are a range of questions asked with regard to community housing tenants that is not asked for public housing tenants – this is an equity issue.</p> <p>Again it needs to stipulate whether people have a lease.</p> <p>Further it needs to have a point that notes when the lease expires.</p> <p>It is unclear what Household member role actually means</p>		<p>6(a) Needs to have a list of community housing types.</p> <p>6(b) needs to ask if people have a lease with this community housing provider</p> <p>6© needs to include an end date for their lease.</p> <p>6(d) need to remove the household member role</p>

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7	<p>We are don't understand the relevance of this question – could the answer provided be used to consider someone's previous tenancy history in terms of rules about having to maintain a private tenancy for six months after being evicted from public housing??</p> <p>This question assumes that people will be clear on what part of the housing system they may have been assisted by. People do not know if they have previously had the assistance– need to include a section that states 'unsure'.</p> <p>We assume that the Department would able to source this information themselves and it our understanding that the department cannot solicit tenancy information other than public housing tenants.</p>		<p>7(a) this section needs to include an 'unsure' option.</p> <p>7(b) remove this question</p>
8	<p>No issue with this question</p>		
9	<p>There needs to be consistency in the language of the document – the title should say "information about you and any persons to be housed with you".</p> <p>Although people currently housed with the applicant may not be joining the household applying for long term social housing.</p>		<p>9(a) the title should say "information about you and any persons to be housed with you".</p>
10	<p>In term of the income component of this question it needs to specify weekly fortnightly or annual.</p> <p>Needs to include child support instead of maintenance. Child support should not be classified as income for the purposes of rent. FTB Part A & B should not be included in calculating rent – Department of Communities Support this stance.</p> <p>Applicants should only have to disclose income that is related to the assessment process and in the assessment there needs to be some flexibility</p>	<p>[Case study 9] A young couple with one child and, another due in January 2009, who have been accommodated in the SHDL program for 14 months were ready to sign up with the Department of Housing. They were informed at the interview to sign a lease with the department, that they were not eligible as their income was too high.</p> <p>The young dad was an apprentice, and the young mum was working part time and planning to finish work at the end of October, due to her pregnancy.</p> <p>This young couple had, had a difficult tenancy, particularly in the first 8 months. Rent arrears etc etc. In the last six months they had stabilised and consistently paid rent and managed their tenancy otherwise without blemish.</p> <p>I was able to negotiate with the department that they could sign up</p>	<p>10(a) The income components need to specify weekly fortnightly or annual.</p> <p>10(b) Needs to include child support instead of maintenance.</p>

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		<p>after two months if they were then eligible, due to the young mum's plans to leave the workforce.</p> <p>The young couple researched the private rental market and applied for several properties without success. The properties they applied for, were renting for between \$350 & \$420 per week. The median rent (September 08) for a property in the area was \$350/360. This amount of rent would be approx 40% of their income, including Family Tax Benefit, and for them unaffordable. It was very important for this young couple to stay in the area to enable them to access their support networks and to maintain the young dad's employment.</p> <p>They checked with the department re: their eligibility in relation to income and were told, even with the mother leaving work, they would be a few dollars over the income eligibility benchmark until the second child was born in January, at which time they would satisfy the income eligibility criteria.</p> <p>They felt it was all too hard, too difficult and too uncertain and negotiated to move in with the young dad's parents. His parents live in a highset home and while not legal height they have made the space liveable for the young family. This is not a particularly good outcome as the young couple were previously staying with the young man's family and were accommodated by us due to ongoing and significant family conflict.</p>	
11	<p>Stipulate "...banks statements or other relevant documentation – this should include an ATM statement esp if young persons is homeless and cannot readily access their statements. The ATM statement is consistent with the Centrelink requirements.</p> <p>In terms of the sale of property it needs to be contexted within a timeframe – within the last 5 years.</p> <p>Why is this question being asked as this would come in the previous sections as an asset.</p>	<p><i>[Case study 10] young mum who is accommodated with [youth service] and on parenting payment, made an application for social housing today, she was assessed as eligible and high need, although was asked to provide</i></p> <ul style="list-style-type: none"> o <i>a letter form [youth service] confirming she had been applying unsuccessfully for private rental and – not surprising given her income</i> o <i>bank statements going back three months - not heard of this before</i> 	<p>11(a) need to include that an ATM statement is sufficient evidence</p> <p>11(b) in terms of the sale of property this has to include a date period.</p> <p>11© remove the question with regard to the sale of a property as it is irrelevant as any income from the sale would be transferred into some sort of asset</p>
12	As this section requires evidence there needs to be a paperclip mark		12 (a) include a paperclip mark to indicate that evidence is required
13	Whilst we recognise that these questions relate to a particular process in the	[Case study 11]This is covered in question 22 but it is only an	13(a) As this section requires evidence there needs to be a

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	<p>Department of Housing with regard to those clients who will get streamed into a certain segment we still feel that this question should include all scenarios in terms of why people are applying for housing assistance</p> <p>The medical certificate – this is against strength based – this is a medical model. This is also an issue for under 18 and for young people from a CALD background. Even at an online process – this is incredibly difficult. These points need to be changed to a process of self referral ie</p> <ul style="list-style-type: none"> ○ Mental health ○ Disability ○ Homelessness 	<p>“access and sustainability” criteria, which means the person would still need to provide evidence that their current housing is “inappropriate” to get on the housing register. This leaves a gap for say a young person with a disability currently living with their parents who wants to live independently. Their current housing is considered appropriate so they get turned away. There really are no other options for this person for living independently if they can't afford or find an accessible property in the private market.</p>	<p>paperclip mark</p> <p>13(b) Referral needs to include self referral</p> <p>13(b) Include:</p> <ul style="list-style-type: none"> ○ ‘Couchsurfing’, ○ Referral from SAAP agency ○ Referral from Child Safety (as an independent young person) ○ Boarding house or caravan park closure. <p>13© Instead of none of the above replace with “other”</p>
14	<p>Need to include SAAP after refuge, emergency, crisis and couch surfing needs to be included here</p>	<p>[Case study 12] I had a SAAP service call me as they had accompanied a young person down to the local area office and been turned away as the area office didn't even realise SAAP accommodation was supposed to be counted as living in crisis or transitional accommodation!</p>	<p>14 (a) Include:</p> <p>‘Couchsurfing’, Referral from SAAP agency Referral from Child Safety (as an independent young person) Boarding house or caravan park closure.</p>
15	<p>No issue with this question</p>		
16	<p>There is an understanding that both question 16 and 17 are about affordability. However there does not seem to be credible rationale for question 16 and 17 in the manner that they are currently constructed – there is no relevance to question 16 and 17.</p> <p>Certainly the questions about why people are currently not living together are too intrusive and many of questions that may be relevant are in question 18.</p>		<p>16 (a) Remove this question</p> <p>16(b) if this question is not removed there needs to be a paperclip mark as evidence is required.</p>
17	<p>See issue question 16</p>		<p>17 (a) Remove this question</p> <p>17(b) As this section requires evidence there needs to be a paperclip mark</p>
18	<p>It would preferable to have question 18 being collapsed into question 13</p> <p>The language is ridiculous eg if the boarding house etc is closed how does this relate to the question.</p> <p>Questions arise in terms of how much evidence is required and the concerns about the level of evidence and how much this would be at the discretion of a</p>		<p>18 (a)) As this section requires evidence there needs to be a paperclip mark</p> <p>18(b) remove reference to the boarding house has closed.</p> <p>18(c) collapse question 18 and question 13 together</p>

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	<p>Departmental officer ie violence – how much prove would be required and would this need to include police statements. A letter from a support agency should be considered enough evidence rather than a police statement.</p> <p>If people use the free access service for TICA, it would take them outside the 28 day deadline to return documentation. Additionally, some TAAS services are currently bearing the cost – one reported to me they have paid the \$20 fax back fee 40 times in a month for applicants sent down by the local area office since the launch of CIAP! If evidence is required with regard to TICA there are barriers in terms of the cost to acquire this documentation – the department of housing should bear this cost</p> <p>There is a concern that applicants are being asked to disclose a high level of personal information in a manner that is not strength based.</p> <p>Maybe the additional target groups someone mentioned in the comments for question 13 should be included here – eg. couch surfing. Although we have been informed by Public & Community Housing that couch surfing is not considered homelessness under the new system!!!</p>		<p>18 (d) As this section requires evidence there needs to be a paperclip mark</p> <p>18(e) Instead of none of the above replace with “other”</p> <p>18 (f) Letters of support should be considered as sufficient evidence.</p>
<p>19</p>	<p>Why would cultural reasons only be limited to Aboriginal or Torres Strait Islander people?</p> <p>I have come across a gap with the locational need indicator – a person should be considered to have a locational need simply because their current location is inappropriate, not just for if another location is necessary for a specific reason. An example is if people have been allocated housing in a specific climate and find that this badly affects their health. – “other”</p>		<p>19 (a) As this section requires evidence there needs to be a paperclip mark</p> <p>19 (b) Last point needs to remove reference to only ATSI and just say moving for cultural reasons.</p> <p>19© Include “other”</p>
<p>20</p>	<p>What is the purpose of the question? I wonder what the purpose of asking the type is – would they arrange some sort of transport subsidy for the person??</p> <p>Remove the reference to what type – what’s the point here?</p>		<p>20 (a) This questions and needs to be rephrased as it can be interpreted in a number of way.</p>
<p>21</p>	<p>People are being required to evidence this! This is really hard to evidence, especially when you find out after you have made all these attempts that there was a requirement that you keep some sort of record! It should state what sort of evidence people will be required to provide to support the claims in this question, eg. a diary of applications and viewings attended??</p>		<p>21(a) Instead of none of the above replace with “other”</p>

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	<p>“Other” provides the opportunity for applicants to provide information other than that listed regarding what they have been doing to secure housing. E.g. Squatting, staying in tents at the back of a cemetery etc.</p>		
<p>22</p>	<p>The medical certificate – this is against strength based – this is a medical model. This is also an issue for under 18 and CAL D perspective. Even at an online process – this is incredibly difficult.</p> <p>This only acknowledges situations where a whole household cannot sustain housing due to a household member experiencing a disability or mental illness. There is a gap her, for example, say a young person with a disability currently living with their parents wants to live independently. Their current housing is considered appropriate so they get turned away.</p> <p>How does a client prove that they were unable to access private rental due anything other than physical disability? Physical disability could relate to accessibility of properties available on the market. What real estate agent/landlord is going to state that they will not house some one because they have and intellectual disability or mental illness etc? NONE that don't want to face discrimination charge.</p>	<p><i>[Case Study 13] In discussing some of the issues for our young people with one of the DOH workers it was discovered that in there paperwork NO WHERE is there a box to tick that people are disadvantaged due to age. In all forms of support work that we do with young people AGE is one of the biggest barriers when it comes to securing accommodation.</i></p> <p><i>I do have to add that having built rapport with the [DoH area office] I have had some great success stories with a few of our tenants being offered departmental properties. Most of the workers in that office are very understanding of the work we do and explain that internal processes can appear to disadvantage young people however are necessary due to their policy.</i></p>	<p>22 (a)) As this section requires evidence there needs to be a paperclip mark</p>
<p>23</p>	<p>In terms of asking question in relation to barriers to access – we are agreeable to these questions being asked however there should not be the need to demonstrate or evidence this – eg:</p> <p>There is no capacity to prove that you were discriminated against – personal attributes. You would never know whether it was the “personal attributes” of a person that caused their application to be rejected and certainly couldn't evidence it. If you could, you'd go straight to the anti-discrimination commission! Again what real estate agent/landlord is going to inform an applicant they won't be housed based on personal attributes etc?</p>	<p>Even though there is no requirement to have evidence to support this question it would seem that some area offices are requiring people to provide this.</p> <p>Another problem applicants have found with the 28 day deadline is when they are on a tenant database and this is one of their barriers to accessing housing; the area offices require eg. a TICA print-out to evidence this claim. The free access turn-around time for TICA takes them outside the 28 day deadline.</p> <p><i>[Case study 14] One other parenting young woman handed in all paperwork and was told (and sent) her approval letter only to receive another letter a week later to say her application would be cancelled if she didn't supply proof that she is applying for private rental. I contacted the department and again spoke to a very helpful worker who explained that he understood that it would be incredibly difficult for this young woman to not only afford private rental but</i></p>	

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		<i>also to be looked at due to her age and the fact that she was a single YOUNG mother. So they require her to apply for a private rental (knowing that she won't be looked at) but then obtain a letter from the real estate to say that she has applied and been unsuccessful. We are in the process of applying at the moment and are not sure how real estates will respond to having to write a letter or even if they will but will go through the motions to obtain this last piece of documentation for the department.</i>	
24	This seems to be a question which is trying to determine who is "deserving" and who is "undeserving". Firstly, this principle is outdated and unacceptable. Secondly, since there is one social housing system now, you can't exclude people from it for eg. "bad behaviour" as there is nowhere else for them to go! Everyone has to be housed somewhere, no matter what sort of person they are!		24 (a)The qualifiers to all the questions need to be deleted and to have a yes or no scenario <ul style="list-style-type: none"> ○ Rent arrears ○ Short term tenancy ○ Property damage ○ Objectionable behaviour 24 (b) include "have never rented before"
25	Other states include a list of areas in their application form for public housing, why doesn't Queensland DoH		25 (a) This should include a list of suburbs of the area offices that you are applying in and at best all areas offices and associated suburbs
26	Not all applicants are going to be able to understand the written descriptors of the different types of housing.		26 (a) all these need to include illustrations.
27	This question should go before question 26 as it will have an impact on what housing types the applicant is "advised" they are "entitled to/eligible for".		
28	No issues with this question		
29	The department of housing has a policy of a 28 days turnaround period to access the proof of identity papers. This is an impossible timeframe for many of the areas where documentation is required. Department of Justice and Attorney General has stated that an applicant needs to allow a minimum of 8 weeks for a recent (within the last 3 months) birth or marriage certificate and a minimum of 5 weeks for anything older than that..	<i>[Case study 15] The client is a single mum, recently separated due to domestic violence, with 3 children. She applied for DoH housing approximately two weeks ago, her application was due to terminate on 20th of November. We had informed her that she would need to supply a marriage certificate with her application so she applied for that only a couple of days after she lodged her DoH application. It</i>	29 (a) Applicants should not be assessed and be placed "on hold" within the 28 days if they can demonstrate that they are waiting for documentation, with at least a minimum of 58 days/eight days. 29(b) applicants need to be informed that their application will be assessed on the information provided, if they cannot provide the

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Some people have been informed that they must have their full birth certificate – this can be an issue for some people.

Women are also required to supply a full marriage certificate, as well as full birth certificate, if they have been married.

was only today when she rang DoH area office to find out what was happening with her application, that she found out that she also needs to supply a full birth certificate, an extract will not be accepted, and a whole list of other documents. Apparently it would seem that her application had been reviewed on the 29th of October and that was when the list of outstanding documents needed was created. When she asked if a letter had been sent out to let her know that she need to supply these documents the client was firstly told “I don’t know” then told that one had not been sent but that she would still have to have everything in by 20th of November. An extension was granted to 8th of December after our office contacted DoH area office, on the grounds that a letter had not been sent to her. This extension is not long enough as it is unlikely that she will get her full birth certificate back in time. We have asked for a further extension on her behalf to 22nd December but have not had a response as yet. Both the local area office and Brisbane are fully aware of the discrepancy between their 28 day turn around and the turn around time required for Department of Justice and Attorney General when applying for birth and marriage certificates. However their system does not normally allow for extensions it was only that in this ladies case they had not sent out the letter requesting further information that allowed the extension to go through. It has cost this particular client just on \$100 to try to ensure she gets her full birth certificate and marriage certificate in time.

[Case study16] One of my youth saap clients in the dim dark past found himself (*in an awkward*) situation. Dad passed away when he was only a toddler, then mum passed away and he found himself 16 and on his own. It was only when he needed a birth certificate for Centrelink that we found out his birth had never been registered.

information on 28 days.