Australian Homelessness Vulnerability Triage Tool (AHVTT)

Family

Version 1.4

Queensland Only



advance to zero

local communities ending homelessness

The Australian Homelessness Vulnerability Triage Tool (AHVTT) was developed through a process of feedback and consultation that took place both through survey form, in person discussion and virtual discussions.

The AHVTT should be used in the context of Advance to Zero (AtoZ), a national initiative of the Australian Alliance to End Homelessness (AAEH) that supports local collaborative efforts to end homelessness. To learn more, visit: aaeh.org.au/atoz

Front line services, First Nations representatives and people with lived experience provided crucial feedback to ensure that this tool will be a good representation of a person's presenting experience of homelessness and their immediate needs.

The tool, based on people's disclosed information, assists in prioritising the most vulnerable and to rapidly resolve crises. This tool is further used to provide appropriate housing, healthcare and community services to individuals and families according to their current circumstances.

Organisations also use the collective, de-identified data to advocate for the change and resources needed to end homelessness in our communities, based on the needs of the people who experience homelessness and housing stress in the community.

The AHVTT was developed by the Australian Alliance to End Homelessness (AAEH) and partners. The AAEH would particularly like to thank OrgCode Consulting and Micah Projects for their support in its development.







Brisbane Zero Consent Form

The Zero Communities in Queensland refers to the collective of organisations partnering together for the purpose of understanding the needs and preferences of individuals, families and youth experiencing homelessness, and supporting and enabling people experiencing homelessness to obtain stable housing, healthcare and community services. For a detailed list of members and supporters of the collective refer to the 'Our Community' page accessible here - <u>Our Community | Brisbane Zero</u>. Brisbane Zero refers to the Brisbane LGA focussed operations of Advance to Zero.

I acknowledge that members of the Zero Communities in Queensland propose to collect personal information (including sensitive information) to provide support services to me. These services include making efforts to better understand my needs to access housing services, and to attempt to provide support to access the housing, health and support services that will meet these needs.

By signing this form, I consent to:

- my personal information being listed on a 'Know By-Name List' of people experience homelessness in our community; and
- my de-identified information being used for advocacy, and to inform government and nongovernment agencies, research partners, and the community about the needs and experiences of people experiencing homelessness and required changes to the current housing and homelessness system.

I understand that:

Drint Name of

- Providing my information to be used in Brisbane Zero is optional, and I will still receive support services if I choose not to do so.
- Individual organisation providing me support services will also require me to sign their consent form.
- My personal information will be handled in accordance with the Privacy Policy | Brisbane Zero, which I can access in person by requesting a copy or which I can access online at brisbanezero.org.au.
- My personal information will be stored on an electronic database operated by CSnet; and
- I can request to access, correct, update, or remove my personal information by sending a request to brisbanezero@micahprojects.org.au

	on:
Date	://
	ature of on:
	Verbal consent Provided

Explanation of the AHVTT and consent

М١	/ name is	and I work for

I have with me here a survey for people experiencing homelessness called the Australian Homelessness Vulnerability Triage Tool, which you may hear referred to as the AHVTT. It asks questions about your experience of homelessness, risk factors that may impact your life, your day to day life, and your health and wellness. This information is important to help us identify key health, wellness and housing options that will suit your needs.

The survey should take about 15 minutes or so. Throughout the survey you can:

- Stop at any time you choose
- Skip or decline to answer any question you do not want to answer
- Take a break and come back to the survey another time
- Change your answers at anytime throughout the survey or after
- Ask for some help with understanding what the question is.

The information collected will be stored within a secure database to which only approved service providers and their staff will have access. I ask you to be as honest as possible as your circumstances are very important to us and we want to make sure that the housing outcomes and support you receive are the most suitable for you.

	, c				
		Consent			
1	Are you and your fa	mily currently safe?		☐ Yes	□ No
2	Do you consent to answer some questions to help us understand your service and housing needs?			☐ Yes	□ No
	Participant name				
Pa	rticipant signature		Date	e DD/M	IM / YYYY
	Surveyor name				
S	Surveyor signature		Date	e DD/N	1M / YYYY
Surv	veyor organisation				
	eyor team name (if erent to org name)				
Sta	te where survey is being completed				

A. Pre-survey questions

Firstly, we will just get some basic details about yourself, the type of stuff you'd put down on regular government paperwork.

	First/Primary head of household					
3	What is your first name?					
4	What is your last name?					
5	Do you have a preferred name or any other names you go by? I.e. nickname, street name or maiden name	☐ Yes ☐ No ☐ Skip				
6	If yes: what are those other names?					
7	What gender do you identify as?	MaleFemaleTransgender maleTransgender femaleBrotherboySistergirl	☐ Non-binary ☐ Gender diverse ☐ Other: ☐ Skip			
8	What are your pronouns?	☐ he/him ☐ she/her ☐ they/them ☐ xie/hir	Other: Don't know Skip			
9	Do you identify as Aboriginal, Torres Strait Islander or both?	☐ Aboriginal☐ Both Aboriginal and Torres☐ Strait Islander☐ Torres Strait Islander	Neither□ Declined to state□ Don't know			
10	What is your date of birth?	DD/MM/YYYY 11 Age	in years			
12	What is your Centrelink Reference Number?					
13	Are you a current or former Australian Defence Force (ADF) member?	☐ Yes ☐ No	☐ Skip			
14	On a typical day, where is the easiest place to find you?					
15	Is there a phone number for a person or a service provider where I can safely get a hold of you or leave you a message?					
16	Is there any email address where I can safely send you a message?					

Complete this section if there is a second head of household. Otherwise, skip to Question 31.

	Second/Secondary head of household					
17	What is your first name?					
18	What is your last name?					
19	Do you have a preferred name or any other names you go by? I.e. nickname, street name or maiden name		'es No Skip			
20	If yes: what are those other names?					
21	What gender do you identify as?		Male Female Transgender Transgender Brotherboy Sistergirl			Non-binary Gender diverse Other: Skip
22	What are your pronouns?	□ s	ne/him he/her hey/them ie/hir			Other: Don't know Skip
23	Do you identify as Aboriginal, Torres Strait Islander or both?	Botl	riginal h Aboriginal a ait Islander es Strait Isla			Neither Declined to state Don't know
24	What is your date of birth?	DD/MN	M / YYYY	25 Age in ye	ars	
26	What is your Centrelink Reference Number?					
27	Are you a current or former Australian Defence Force (ADF) member?	=	′es No			Skip
28	On a typical day, where is the easiest place to find you?					
29	Is there a phone number for a person or a service provider where I can safely get a hold of you or leave you a message?					
30	Is there any email address where I can safely send you a message?					
	Aboriginal and To	rres Stra	it Islander (question		
31	Do you or any members of the family identify as Aboriginal, Torres Strait Islander or both?	☐ Yes ☐ No				l don't know Skip
	If answered yes,	score 2:	/2			
	Total score for pre-	-survey:	As above			

B. History of housing and homelessness

These questions ask about your previous tenancies, starting with where you've last had a permanent place to live.

	Questions	Option set	Score
32	When was the last time you and your family had a permanent place to live?	years months Skip	/3
		If under 6 months, score 1 If 6 months or more and less than 1 year, score 2 If 12 months or more, score 3	
33	Including this time, how many times have you experienced homelessness in the last year?	times	If 3 or more times, score 1
34	Are you and your family currently sleeping rough?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
35	If yes, how long have you and your family been sleeping rough?	years months Skip Not applicable	
36	Have you or any members of your family ever lived in a foster home as a youth or any type of group home as a youth or adult?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
37	Have you or any members of your family ever owned a house in your name or had a tenancy in your name?	☐ Yes ☐ No ☐ Skip	If no, score 1/1
38	Do you feel you or your family have ever been discriminated against when trying to access housing or any other social program because of your family size, the children, your age, gender, race, abilities, appearance or sexual orientation?	☐ Yes ☐ No ☐ Skip	If yes, score 1
39	Have you and your family ever left or lost your housing because you experienced violence in the home?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
40	Have you ever lost your housing because family or friends caused you to get evicted?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
Ad	d scores from Q32 to Q40 for total score fo	or 'History of housing and homelessness':	/10

C. Social and daily needs

These next questions cover whether you and your family are able to get needed health and hygiene services and income available to you.

	Questions	Option set	Score
41	Do you and your family have access to food and water when you are hungry or thirsty?	☐ Yes ☐ No ☐ Skip	If no, score 1/1
42	Do you and your family have access to a toilet when you need it?	☐ Yes ☐ No ☐ Skip	If no, score 1/1
43	Do you and your family have access to laundry or replacement clothes when you need them?	☐ Yes ☐ No ☐ Skip	If no, score 1/1
44	Do you and your family have access to a shower when you need it?	☐ Yes ☐ No ☐ Skip	If no, score 1/1
45	Other than money for housing, do you and your family have enough money every fortnight to take care of your day to day needs?	☐ Yes ☐ No ☐ Skip	If no, score 1/1
46	Is there someone else like a relative or Public Trustee that administers or manages your finances?	☐ Public Trustee ☐ Not applicable ☐ Relative ☐ Skip ☐ Other:	If selected Public Trustee, carer, relative or other, score 1/1
47	Do you or your family members ever struggle to afford essentials because of gambling?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
48	Do you and your family have people that you can rely upon and care about you?	☐ Yes ☐ No ☐ Skip	If no, score 1/1
	Add scores from Q41 to Q48 fo	r total score for 'Social and daily needs':	/8

D. Risks and safety

With these next questions, I will ask you about interactions with emergency services like hospitals or police and explore a little bit about what your safety needs are.

	Questions	Option set	Score
49	Do you and your family feel safe where you sleep?	☐ Yes ☐ No ☐ Skip	If no, score 3
50	Have you or any member of the family taken an ambulance to the hospital 5 or more times in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
51	Have you or any member of the family been to the hospital emergency department 5 or more times in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
52	Have you or any member of the family been admitted to the hospital for any reason in the last year for 5 or more nights?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
53	Have you or any member of the family had 5 or more interactions with police in the last year, for any reason?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
54	Have you or any member of the family spent 5 or more nights locked up in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
55	Do you or any member of the family have any legal stuff going on right now that may result in you having to pay fines you cannot afford, or which may result in being locked up?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
56	Is there anyone or any company or any bank or any part of the government that thinks you owe them money?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
57	Have you or any member of the family experienced violence in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
58	Have you or any member of the family thought about or tried hurting someone else or yourself in the last year?	☐ Yes ☐ No ☐ Skip	If yes, score 1/1
59	Does anybody make you or any member of the family do things you do not want to do?	☐ Yes ☐ No ☐ Skip	If yes, score 2/2
	Add scores from Q49 to Q59 for total score	for 'Risks and safety':	/14

E. Health and wellbeing

This next set of questions will be about your physical and mental health and any substance use history that we need to keep in mind when matching you to the right housing outcome.

	Questions	Option set		Score
60	How old is the oldest person of the family?	If aged	50 to 59, score 1 60 to 69, score 2 or above, score 3	/3
61	When you or a family member are sick or not feeling well, do you seek medical help?	☐ Yes ☐ No ☐ Skip		If no, score 1/1
62	Have you or any member of the family ever been denied medical help while experiencing homelessness?	☐ Yes ☐ No ☐ Skip		If yes, score 1/1
63	Do you or any member of the family have any ongoing serious health issues?	☐ Yes ☐ No ☐ Skip		If yes, score 2/2
64	If yes, do you mind sharing with me what the s	serious health issues are?		
	Brain injury	of heat stroke/ heat exhaustion odeficiency disease (including HI disease/ end-stage renal disease sease, cirrhosis, or end-stage livobesity ogical disease story disease/ Emphysema/ Chrostive Pulmonary Disease (COPD)	V+/AIDS) e or dialysis ver disease	Tuberculosis Other (specify):
65	Do you, or any member of your family, regularly use any substances, such as drugs or alcohol?	☐ Yes ☐ No	Skip	If yes, score 2
66	If yes, do you mind sharing what you are using	g?		
	Cannabis LSI Cocaine Ma Crack cocaine Me DMT (Dimethyltryptamine) ice Ecstasy (MDMA, molly) No rub	amine		

67	Do you or any member of the family have a diagnosed mental health condition?		☐ Yes ☐ No ☐ Skip		If yes, score 2
68	If yes, do you mind sharing what the ment	al hea	alth diagnosis is?		
	□ Bipolar disorder □ Obse □ Delusional disorder □ Perso		rodevelopmental disorder Schizoaffective sessive compulsive disorder Schizophrenia onality disorder Other (please setraumatic stress disorder		
69	Have you or any member of the family even had, or been told that you have had, a brainjury or head trauma?		☐ Yes ☐ No ☐ Skip		If yes, score 2
70	Do you or any member of your family, have any issues that will likely make it difficult to live independently or where you would ne more help with your health, mental health of substance use if you were housed?	ed	☐ Yes ☐ No ☐ Skip		If yes, score 3/3
71	Are there any medications you or any member of the family should be taking that are not being taken, not taken all the time used in a way different from how the medicine was prescribed?		☐ Yes ☐ No ☐ Skip		If yes, score 1/1
72	Are you or any member of the family curre pregnant or think you might be?	ently	☐ Yes ☐ No ☐ Skip		If yes, score 1/1
	Add scores from Q60 to	Q72	for total score for 'Health	and wellbeing':	/18

F. Family unit

Now we will just note down who else is with you and if you and your family require any further tailored supports and advocacy. Please use this table to include any children under the age of 18 that are either: Currently staying with you (select Yes) or, Not currently staying with you, but will likely be joining you once you are housed (select No).

Name	Date of birth	Ge	nder	First N	lations	With you?
	DD / MM / YYYY Age:	MaleFemaleTransgender maleTransgender femaleBrotherboySistergirl	☐ Non-binary ☐ Gender diverse ☐ Other (please state): ☐ Skip	☐ Aboriginal ☐ Torres Strait Islander ☐ Both	☐ Neither ☐ Don't know ☐ Declined to state	☐ Yes ☐ No
	DD / MM / YYYY Age:	MaleFemaleTransgender maleTransgender femaleBrotherboySistergirl	☐ Non-binary ☐ Gender diverse ☐ Other (please state): ☐ Skip	☐ Aboriginal ☐ Torres Strait Islander ☐ Both	☐ Neither ☐ Don't know ☐ Declined to state	☐ Yes ☐ No
	DD / MM / YYYY Age:	MaleFemaleTransgender maleTransgender femaleBrotherboySistergirl	☐ Non-binary ☐ Gender diverse ☐ Other (please state): ☐ Skip	☐ Aboriginal ☐ Torres Strait Islander ☐ Both	☐ Neither ☐ Don't know ☐ Declined to state	☐ Yes ☐ No
	DD / MM / YYYY Age:	MaleFemaleTransgender maleTransgender femaleBrotherboySistergirl	☐ Non-binary ☐ Gender diverse ☐ Other (please state): ☐ Skip	☐ Aboriginal ☐ Torres Strait Islander ☐ Both	☐ Neither ☐ Don't know ☐ Declined to state	☐ Yes ☐ No

Family unit (continued)

Family size

From the table, please identify if the family meets either criteria below.

73	One parent/head of household with 2 or more children aged 11 years or younger		Two parents/heads of households with 3 or more children, with at least one child aged 6 years or younger		
	☐ Yes ☐ No		☐ Yes ☐ No		
	If yes to	any of	the above, score 1 for 'Family size':	/1	
	Questions		Option set	Score	
74	Are there any children that are currently not with you because they are living with a friend or family member or because they are in foster care, group home, or out of home care placement?		Yes No Skip	If yes, score 1/1	
75	Are there any adults that are not currently with you because of things like incarceration, military deployment or because they are in hospital?		Yes No Skip	If yes, score 1/1	
76	Do you currently have any family legal issues going on like a divorce, child custody issues or domestic violence issues that would impact getting housed or who you can live with in housing?		Yes No Skip	If yes, score 1/1	
77	Are there any children that have been removed from the family by a child protection service within the last 6 months?		Yes No Skip	If yes, score 1/1	
78	Do your children attend school more often than not each week (when school is in session)?		Yes No Skip	If no, score 1/1	
79	Do you have two or more planned activities each week as a family such as outings to the park, library, visiting others, watching a movie or anything like that?		Yes No Skip	If no, score 1/1	
80	Has being homelessness made it difficult to be as engaged with your children as you'd like to be?		Yes No Skip	If yes, score 1/1	
	Add scores from Q7	'3 to Q8	30 for total score for 'Family unit':	/8	

G. Demographics and additional questions

Thank you for going through this survey with me. I'll just take a few more details and then this survey is complete!

	First/Primary head of household					
B1	What is your country of birth?					
	☐ Australia ☐ New Zealand ☐ United Kingdom ☐ China ☐ India		Phillippines Vietnam Italy South Africa Malaysia		Other: Skip	
82	What is your citizenship or residency status	?				
	 Australian Citizen Australian Permanent Resident Visitor/Temporary Visa Working and Skilled Visa 		Studying and Training Visa Family and Spousal Visa Refugee and Humanitarian Visa Bridging Visa		New Zealand Citizen Other: Skip	
83	How do you make your money? (Select all	that	apply)			
	Age Pension Any other pension/allowance Begging Carer Allowance Carer Payment Disability Support Pension Family Tax Benefit Maintenance (Child support)		JobSeeker Payment (unemployment benefit) No income Parenting Payment Rent Assistance Sex work Special Benefit Payment Student Allowance Work, Big Issue Vendor Work, Employee		Work, Self-Employed Worker's Compensation Youth Allowance - Living at home Youth Allowance - Living away from home Other: None of the above Skip	
84	Do you have a Public Guardian?					
	Public GuardianNext of kinPower of Attorney		Not applicable Other:		Skip	
85	Have you ever been in any of the following	?				
	☐ Youth detention☐ Watch house		Remand Prison		No Skip	
86	How long ago were you last released?					
	☐ Less than 1 year ☐ 1 to 5 years ago		More than 5 years ago Not applicable		Skip	

Complete this section is there is a second head of household. Otherwise, skip to Question 93.

	Second/S	Seco	ondary head of household			
87	What is your country of birth?					
	☐ Australia ☐ New Zealand ☐ United Kingdom ☐ China ☐ India		Phillippines Vietnam Italy South Africa Malaysia		Other: Skip	
88	What is your citizenship or residency status?					
	 Australian Citizen Australian Permanent Resident Visitor/Temporary Visa Working and Skilled Visa 		Studying and Training Visa Family and Spousal Visa Refugee and Humanitarian Visa Bridging Visa		New Zealand Citizen Other: Skip	
89	How do you make your money? (Select all that apply)					
	Aged Pension Any other pension/allowance Begging Carer Allowance Carer Payment Disability Support Pension Family Tax Benefit Maintenance (Child support)		JobSeeker Allowance (unemployment benefit) No income Parenting payment Rent Assistance Sex work Special Benefit Payment Student Allowance Work, Big Issue Vendor Work, Employee		Work, Self-Employed Worker's Compensation Youth Allowance - Living at home Youth Allowance - Living away from home Other: None of the above Skip	
90	Do you have a Public Guardian?					
	Public GuardianNext of KinPower of Attorney		Not applicable Other:		Skip	
91	Have you ever been in any of the following	g?				
	☐ Youth detention☐ Watch house		Remand Prison		No Skip	
92	How long ago were you last released?					
	Less than 1 year1 to 5 years ago		More than 5 years ago Not applicable		Skip	

-	

Score total

What do you and your family need to be safe and well?

Section	Score acquired	Out of
A. Pre-survey questions		2
B. History of housing and homelessness		10
C. Social and daily needs		8
D. Risks and safety		14
E. Health and wellbeing		18
F. Family unit		8
Total score:		60

Scoring guide

Score range	Category	Recommendation
0-15	Low	Short intervention required through information and referrals.
16-45	Moderate	Short term support to assist with applications for housing options.
46-60	High	Long term support to assist with acquiring housing and linkage to tenancy sustainment support.