# Australian Homelessness Vulnerability Triage Tool (AHVTT)

## **Family**

Version 1.1



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.





#### **Explanation of the AHVTT and consent**

My 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.

ultable for you.					
	Consent				
1 Are you and your fa	Are you and your family currently safe?			□ No	
<del>_</del>	Do you consent to answer some questions to help us understand your service and housing needs?		☐ Yes	□ No	
Participant name					
Participant signature		<b>Date</b> DD		MM / YYYY	
Surveyor name					
Surveyor signature		Dat	e DD/N	MM / YYYY	
Surveyor organisation					
Surveyor team name (if different to org name)					
State 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?	<ul><li>Male</li><li>Female</li><li>Transgender male</li><li>Transgender female</li><li>Brotherboy</li><li>Sistergirl</li></ul>	☐ 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?	☐ Yes ☐ No	☐ I don't know ☐ Skip		
10	What is your date of birth?	DD / MM / YYYY <b>11</b> Age in	ı 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/Secon	idary 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	☐ Yes ☐ No ☐ Skip	
20	If yes: what are those other names?		
21	What gender do you identify as?	<ul><li></li></ul>	☐ Non-binary ☐ Gender diverse ☐ Other: ☐ Skip
22	What are your pronouns?	☐ he/him ☐ she/her ☐ they/them ☐ xie/hir	Other: Don't know Skip
23	Do you identify as Aboriginal, Torres Strait Islander or both?	☐ Yes ☐ No	☐ I don't know ☐ Skip
24	What is your date of birth?	DD / MM / YYYY <b>25</b> Age in	n years
26	What is your Centrelink Reference Number?		
27	Are you a current or former Australian Defence Force (ADF) member?	☐ Yes ☐ 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 Strait Islander question	
31	Do you or any members of the family identify as Aboriginal, Torres Strait Islander or both?	☐ Yes ☐ No	☐ I 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 (where "permanent" means a tenancy in your name).

	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 more than 6 months 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
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 application ☐ Skip ☐ Other:	If selected Public Trustee, carer, relative or other, score 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 nee	ds':/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 3/3
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 f	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 se	t	Score
60	How old is the oldest person of the family?	If aged	1 50 to 50, 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	No	
64	If yes, do you mind sharing with me what the	serious health issues are?		
	Cancer	nmunodeficiency diseases ver disease lorbid obesity	☐ Neurological diseases ☐ Respiratory diseases ☐ Other (please state):	
65	Do you, or any member of your family, regularly use any substances, such as drugs or alcohol?	☐ Yes ☐ No ☐ Skip		If yes, score 2/2
66	If yes, do you mind sharing what you are usin	g?		
	Benzodiazepines	eroin etamine siD agic mushrooms ethamphetamine (crank, glass, e, speed) on-palatable alcohol (e.g. bbing alcohol, cough syrup, outhwash)		
67	Do you or any member of the family have a diagnosed mental health condition?	☐ Yes ☐ No ☐ Skip		If yes, score 2

	☐ Anxiety disorder ☐ Bipolar disorder ☐ Delusional disorder ☐ Eating disorder ☐ Clinical depression	<ul> <li>Neurodevelopmental disorder</li> <li>□ Obsessive compulsive disorder</li> <li>□ Personality disorder</li> <li>□ Post-traumatic stress disorder</li> <li>(PTSD)</li> </ul>		Schizoaffective Schizophrenia Other (please	
69	Have you or any member of the family had, or been told that you have had, a injury or head trauma?		☐ Yes ☐ No ☐ Skip		If yes, score 2
70	Do you or any member of your family, any issues that will likely make it difficultive independently or where you would more help with your health, mental he substance use if you were housed?	ult to d need	☐ 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 or 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 or pregnant or think you might be?	urrently	☐ Yes ☐ No ☐ Skip		If yes, score 1/1
	Add scores from Q60	to Q72	for total score for 'Health	and wellbeing':	/18

**68** If yes, do you mind sharing what the mental health diagnosis is?

#### 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:	☐ Male ☐ Female ☐ Transgender male ☐ Transgender female ☐ Brotherboy ☐ Sistergirl	☐ Non-binary ☐ Gender diverse ☐ Other (please state): ☐ Skip	☐ Aboriginal ☐ Torres Strait Islander ☐ Both	☐ Neither☐ Don't know☐ Skip	☐ Yes ☐ No
	DD / MM / YYYY Age:	☐ Male ☐ Female ☐ Transgender male ☐ Transgender female ☐ Brotherboy ☐ Sistergirl	☐ Non-binary ☐ Gender diverse ☐ Other (please state): ☐ Skip	☐ Aboriginal ☐ Torres Strait Islander ☐ Both	☐ Neither ☐ Don't know ☐ Skip	☐ Yes ☐ No
	DD / MM / YYYY Age:	☐ Male ☐ Female ☐ Transgender male ☐ Transgender female ☐ Brotherboy ☐ Sistergirl	☐ Non-binary ☐ Gender diverse ☐ Other (please state): ☐ Skip	☐ Aboriginal ☐ Torres Strait Islander ☐ Both	☐ Neither☐ Don't know☐ Skip	☐ Yes ☐ No
	DD / MM / YYYY Age:	☐ Male ☐ Female ☐ Transgender male ☐ Transgender female ☐ Brotherboy ☐ Sistergirl	☐ Non-binary ☐ Gender diverse ☐ Other (please state): ☐ Skip	☐ Aboriginal ☐ Torres Strait Islander ☐ Both	☐ Neither☐ Don't know☐ Skip	☐ Yes ☐ No

## Family unit (continued)

73 One parent/head of household with 2 or more

#### Family size

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

	children aged 11 years or younger		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	
	/8				

Two parents/heads of households with 3 or more

## **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						
81	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	s?					
	<ul> <li>Australian Citizen</li> <li>Australian Permanent</li> <li>Resident</li> <li>Visitor/Temporary Visa</li> <li>Working and Skilled Visa</li> </ul>		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?						
	<ul><li>Public Guardian</li><li>Next of kin</li><li>Power of Attorney</li></ul>		Not applicable Other:		Skip		
85	Have you ever been in any of the following	j?					
	☐ Youth detention☐ Watch house		Remand Prison		Skip		
86	How long ago were you last released?						
	☐ Less than 1 year ☐ 1 to 5 years ago		More than 5 years ago		Skip		

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

Second/Secondary 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?					
	<ul> <li>Australian Citizen</li> <li>Australian Permanent</li> <li>Resident</li> <li>Visitor/Temporary Visa</li> <li>Working and Skilled Visa</li> </ul>		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?					
	<ul><li>Public Guardian</li><li>Next of Kin</li><li>Power of Attorney</li></ul>		Not applicable Other:		Skip	
91 Have you ever been in any of the following?						
	☐ Youth detention☐ Watch house		Remand Prison		Skip	
92	2 How long ago were you last released?					
	<ul><li>Less than 1 year</li><li>1 to 5 years ago</li></ul>		More than 5 years ago		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.
16-46	Moderate	Short term support to assist with applications for housing options.
47-60	High	Long term support to assist with acquiring housing and linkage to tenancy sustainment support.