

SAFE HAVEN ELIGIBILITY CRITERIA

Referral Eligibility Guidance

This document provides general guidance regarding the suitability of referrals for Safe Haven accommodation pathways and support services.

All referrals are subject to assessment, risk review, and accommodation availability.

Suitable Referrals

- Are aged 18+
- Require supported accommodation pathways
- Are at risk of homelessness
- Require housing-related support
- Need tenancy sustainment support
- Require move-on planning
- Are stepping down from temporary accommodation
- Can engage with support services
- Require low to medium support environments

Support Needs We May Accommodate

- Housing instability
- Financial difficulties
- Tenancy-related challenges
- Emotional wellbeing support needs
- Move-on planning support
- Benefits and budgeting support
- Safety planning requirements

Referral suitability note

Safe Haven may consider referrals where the person can engage with structured support and where the accommodation pathway is suitable for their current level of need.

Eligibility Criteria

Assessment & Referral Requirements

Referrals May Not Be Suitable If

- The individual requires 24/7 intensive care
- There is a high-risk unmanaged violence concern
- Emergency refuge placement is required
- There is severe unmanaged substance dependency requiring clinical intervention
- There is a significant unmanaged risk to staff, residents, or the wider community
- The referral requires specialist medical or clinical services beyond the scope of the accommodation model

Referral Requirements

- Referral form
- Risk information
- Support needs summary
- Relevant safeguarding information
- Professional contact details
- Relevant agency involvement information

Assessment Process

- 1 Initial screening
- 2 Risk review
- 3 Needs assessment
- 4 Suitability review
- 5 Placement decision

Placement decisions are based on

Suitability, risk considerations, support needs, accommodation availability, and operational capacity.

Important Notice

Submission of a referral does not guarantee placement. Safe Haven reserves the right to decline referrals outside operational scope or safety requirements.