

RESOURCES: FACILITATING ACCESS TO SUPPORT

NRSCH Resources

NRSCH National Provider Register
https://www.nrsch.gov.au/national_register.

NRSCH Evidence Guidelines
<https://www.nrsch.gov.au/publications/nrsch-operational-guidelines/evidence-guidelines>

NSW Government policies

Aboriginal Housing Office, *Housing Services Guidelines*
https://www.aho.nsw.gov.au/sites/default/files/2020-09/AHO-Communications-AHO-Housing-Services-Guidelines-Policy-June-2017_0.PDF

Finding service providers

HSNET
<https://www.hsnet.nsw.gov.au/>

Privacy

Australian Government, Office of the Australian Information Commissioner, *Australian Privacy Principles*
<https://www.oaic.gov.au/privacy/australian-privacy-principles/>

Justice Connect, Not-for-profit Law, *Privacy*
<https://www.nfplaw.org.au/privacy>

NSW Information and Privacy Commission, *Privacy*
<https://www.ipc.nsw.gov.au/privacy>

Department of Communities and Justice, 'Tenancy Policies'
<https://www.facs.nsw.gov.au/resources/policies/housing-policies>

Sustaining Tenancies

NSW Department of Family and Community Services, Foundations for Success – a guide for social housing providers working with Aboriginal people and communities

<https://www.aho.nsw.gov.au/download?file=547146>

CHIA NSW and Q Shelter, *Creating Sustainable Tenancies for Tenants with Complex Needs: A Toolkit to Support Community Housing Providers Strengthen Practice in NSW and QLD*, Section One.

<https://communityhousing.org.au/information/resources/>

CHIA NSW, *Strengthening Practice in Responding to Domestic and Family Violence: a toolkit for community housing providers* <https://communityhousing.org.au/information/resources/>

CHIA NSW, *Working with Perpetrators of Domestic and Family Violence: a toolkit to support community housing providers in NSW* <https://communityhousing.org.au/information/resources/>

D. Habibis, R. Atkinson, T. Dunbar, D. Goss, H. Easthope, P. Maginn, *A Sustaining Tenancies Approach to Managing Demanding Behaviour in Public Housing: A good practice guide*, AHURI Final Report No. 103,

<https://www.ahuri.edu.au/research/final-reports/103>

Collaboration with support providers

NSW Department of Community Services and NSW Department Health, *Housing and Mental Health Agreement*,

<https://www.facs.nsw.gov.au/download?file=326166>

Centre for Rural and Remote Mental Health, *A guide to Collaborative Action for Community Wellbeing: A summary of evidence*

https://nswmentalhealthcommission.com.au/sites/default/files/documents/cwc_a-guide-to-collaborative-action-for-community-wellbeing-summary-of-evidence-3-page.pdf

Australian Government, Australian Institute of Family Studies, 'Interagency Collaboration: Part A. What is it, what does it look like, when is it needed and what supports it?'

<https://aifs.gov.au/cfca/publications/interagency-collaboration-part-what-it-what-does-it/why-and-when-interagency>

Australian Housing and Urban Research Institute (AHURI), *Housing, Homelessness and Mental Health: Towards systems change* (for the National Mental Health Commission)

<https://www.mentalhealthcommission.gov.au/getmedia/e1395547-292e-4236-be86-eaff9a4f1e92/Housing-homelessness-and-mental-health-towards-systems-change>

Negotiating partnership agreements

Justice Connect, Not-for-Profit Law, 'Memoranda of Understanding'

<https://www.nfplaw.org.au/MOU>

Government of Western Australia, Department of Communities, *Guide to Developing Interagency Protocols*

<https://www.dcp.wa.gov.au/servicescommunity/information/Documents/Service%20Excellence/Protocols/Guide%20to%20Developing%20Interagency%20Protocols.pdf>

Listed above are links to resources that community housing providers may find useful when exploring the topic of Facilitating Access to Support. This is not intended to be an exhaustive list. Community housing providers are advised to make their own check of mandatory requirements in State Government policies or legislation and areas where they may apply their own discretion, before introducing/ updating policies or service delivery practices.