



## Case Manager Guide to Completing the PRB Application Form

QUESTION/ITEM	INFO REQUIRED	PURPOSE/RATIONALE
<b>Date of application</b>		Track progress of application from submission date.
<b>Worker name</b>		Identify key contact in agency – PRB Coordinator will liaise directly with the case manager during the application and funds distribution processes (not directly with the young person)
<b>Agency name/phone</b>	<b>Ph:</b>	Contact details for follow up
<b>Client Name</b>		Key identifier for each application
<b>Accompanying children?</b>	<b>Number:</b> <b>Ages:</b>	Determine household composition and any issues related to accommodation needs of children
<b>Photo identification?</b>	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>	Establish client credentials – only needs to be confirmed as sighted by case manager, no copies needed by PRBP
<b>Health Care Card?</b>	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>	Establish client credentials – only needs to be confirmed as sighted by case manager, no copies needed by PRB
<b>Cultural Background or Identity</b>		For SAAP data collection and to identify any particular issues or assistance needed related to cultural background or identity.



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<b>Consent obtained?</b>	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>	Client needs to consent to their information being collected and stored by St Vincent de Paul as part of program administration. All relevant privacy and confidentiality procedures will be followed as per St Vincent de Paul policy.  If consent is not provided by the client, the PRB cannot provide assistance.



**ELIGIBILITY**

QUESTION/ITEM	INFO REQUIRED	PURPOSE/RATIONALE
<b>Client's date of birth</b>		Establish client age and eligibility (must be 18-25 years) – if there is a reason for an exception to be sought, discuss with PRB Coordinator prior to completing application form.
<b>Current support from referring agency</b>	<b>Date commenced:</b> <b>Estimated length of support period:</b> <b>Current level of support:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> High (weekly)</li> <li><input type="checkbox"/> Medium (fortnightly)</li> <li><input type="checkbox"/> Low (monthly)</li> </ul>	<p>Program requires that the young person be receiving support from a case manager within the North/Western Region – these questions are designed to determine the length and type of support currently being offered.</p> <p>Ideally clients will be provided with some level of support throughout their time of assistance from the PRB (from 3 - 12 months depending on client need). This will assist with supporting the young person if any problems arise during their tenancy, and help to track the outcomes for clients as part of the program evaluation process.</p>
<b>Current address (suburb only if secure address):</b>	<b>Postcode:</b>	Helps to identify whether client has a current connection to the North/West region, and the base from which they will be seeking private rental.
<b>Type of current accommodation</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> THM</li> <li><input type="checkbox"/> Refuge</li> <li><input type="checkbox"/> Other (list)</li> </ul> <b>Period of time in this property: _____</b> _____	Eligibility requires the young person to be currently living in one of these forms of supported accommodation. Identifies recent housing history, including period of time in supported accommodation. Ideally a young person will have some history of independent living (such as in THM accommodation) before attempting to access private rental, largely due to the additional living skills required in this tenure.



QUESTION/ITEM	INFO REQUIRED	PURPOSE/RATIONALE
<p><b>Current employment/education status</b></p>	<p><input type="checkbox"/> <b>Employed</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Permanent</li> <li><input type="checkbox"/> Casual</li> </ul> <p><input type="checkbox"/> <b>Seeking employment</b></p> <p><input type="checkbox"/> <b>Engaged in education/training</b></p> <p><input type="checkbox"/> <b>Exploring education/training opportunities</b></p>	<p>Identifies attachment or intention to become involved in the paid workforce, either through current employment or involvement in education/training that will assist in leading to employment.</p> <p>If the young person has no attachment to employment or intention to undertake education/training, it is more likely that they will have difficulty in successfully applying for private rental.</p>
<p><b>Current income amount</b></p>	<p>\$_____per week (without Rent Assistance)</p> <p>\$_____per week (including Rent Assistance)</p> <p><input type="checkbox"/> Centrelink benefit (type): _____</p> <p>OR</p> <p><input type="checkbox"/> Salary (indicate permanent OR casual)</p> <p>Period of time on this income: _____</p> <p><input type="checkbox"/> <b>Evidence of current income sighted (Employer’s Declaration or Centrelink Statement)</b></p>	<p>To determine ability to contribute to rental payments – either through Centrelink benefits or wage/salary.</p> <p>If not currently receiving Rent Assistance, please identify whether client is eligible for this payment and any current efforts to secure RA.</p> <p>Period of time on income assists to establish whether there is a stable employment history (landlords will be paying particular attention to this in the application process).</p> <p>Copies of income NOT required by PRB if case manager has sighted them.</p>



QUESTION/ITEM	INFO REQUIRED	PURPOSE/RATIONALE
<b>Work history</b>	Previous employment history (list from most recent):  1. (Employer) (Role) (Dates of employment) (Permanent or casual)  2. (Employer) (Role) (Dates of employment) (Permanent or casual)  3. (Employer) (Role) (Dates of employment) (Permanent or casual)	This is a standard question on most private rental application forms. Establishes stability of employment, income earning capacity and regularity of income.  Lack of employment history will not preclude a young person from assistance under the PRBP, but it is likely to be viewed very unfavourably by potential landlords.



QUESTION/ITEM	INFO REQUIRED	PURPOSE/RATIONALE
<b>Commitment to private rental</b>	<p>Evidence that the client is committed to private rental as a long term housing option:</p> <p>Evidence that the client is aware of their rights and responsibilities as a tenant under the Residential Tenancies Act:</p>	<p>Case manager and young person should discuss their reasons for applying for private rental, and their future intentions regarding housing. Nearly all private rental properties require a minimum 6-12 month commitment, which involves a substantial financial and legal commitment by the young person.</p> <p>Case manager should ensure that the young person has read and understood their financial and legal responsibilities (and rights) as outlined in publications such as the Tenants Union of Victoria ‘Tenant’s Handbook’ and other Factsheets available from <a href="http://www.tuv.org.au">www.tuv.org.au</a>. This includes their financial responsibilities for paying rent and utility bills on time, establishing and maintaining relationships in a shared household (if applicable), and caring for the rental premises.</p>
<b>Sustainability of private rental</b>	<p>Reasons <b>why the client considers themselves capable</b> of sustaining their private rental property once the brokerage period has finished:</p>	<p>Opportunity for the young person to outline why they are ready for private rental, how they intend to sustain the commitments of private rental throughout a minimum of a 6-12 month period, and their capacity to meet financial commitments once the PRB financial assistance expires.</p> <p>This provides an opportunity for the case manager and young person to work through the Budget Sheet (Attachment A) that forms part of this application.</p>



QUESTION/ITEM	INFO REQUIRED	PURPOSE/RATIONALE
<p><b>PRB Assessment:</b></p>	<p><b>Eligibility criteria – MET NOT MET</b></p> <p>Areas that require further information/evidence of meeting criteria.</p>	<p>PRB Coordinator will identify in each section of the application whether the eligibility criteria for the program has been met based on the responses provided in this section.</p> <p>Reasons will be provided where the application is deemed to NOT meet the criteria, including suggestions for particular areas where the application needs to be strengthened.</p> <p>This will be discussed with the case manager once the application has been processed. Depending on the feedback provided, a revised application may be made straight away, or it may be necessary for some period of time to be taken in working with the young person to strengthen their application for future submission.</p> <p>Any concerns or queries should be raised with the PRB coordinator in the first instance – if this does not resolve the matter, a formal dispute resolution process has been established (see Program Guidelines).</p>



**READINESS**

Describe/provide evidence of how the client has demonstrated an appropriate level of skills in the following areas, making them ready to enter a legally binding tenancy agreement:

SKILLS	EVIDENCE / COMMENTS	
Weekly/monthly budgeting	<input type="checkbox"/> Budget Sheet A completed & attached <b>(MANDATORY)</b>	<p>All applications must be accompanied by a Budget Sheet to ensure that the young person has identified ways of covering the key expenses associated with private rental.</p> <p>This will also assist with identifying the type and amount of financial assistance required through the PRB.</p>
Communication skills		<p>Reasonable level of written and verbal communication skills required in order to negotiate property application process, deal with any issues that arise with landlord and/or co-tenants. Evidence may include work or training related achievements.</p>
Interpersonal skills		<p>Evidence may include ability to negotiate issues that arise in THM/refuge accommodation, dealings with case manager and/or other agency staff, etc. Again, purpose is to determine ability to sustain the tenancy.</p>
Community connections		<p>Any existing connections to the local community (such as use of local services, friends or relatives living nearby, work or education in the local area) will be viewed favourably as an indicator of sustainability of living in the local community, and maintaining the tenancy.</p>
Engagement with case manager		<p>Brief history of current support period and evidence that the young person has indicated a willingness to work cooperatively and proactively with their case manager will be viewed favourably. Sustaining this relationship in some form will be important as part of the tenancy establishment and settling in.</p>



**Rental History:**

Provide details for each previous time in independent rental accommodation (i.e. not with parents/guardian) – if more than three, attach a separate sheet with details:

QUESTION	RESPONSES			RATIONALE/PURPOSE
	Rental 1	Rental 2	Rental 3	
Type of property	<input type="checkbox"/> Private rental <input type="checkbox"/> Transitional h'sing <input type="checkbox"/> Other	<input type="checkbox"/> Private rental <input type="checkbox"/> Transitional h'sing <input type="checkbox"/> Other	<input type="checkbox"/> Private rental <input type="checkbox"/> Transitional h'sing <input type="checkbox"/> Other	Identify rental history – transitional housing can be considered a form of rental accommodation for the purposes of applying for rental property.
Household type	<input type="checkbox"/> Sole occupant <input type="checkbox"/> Share house	<input type="checkbox"/> Sole occupant <input type="checkbox"/> Share house	<input type="checkbox"/> Sole occupant <input type="checkbox"/> Share house	Experience as a sole occupant demonstrates ability to live independently – experience in a share house shows ability to live with others (and identifies any issues that may have arisen in the past and may need to be addressed before undertaking another shared tenancy).
Legal status of tenancy	<input type="checkbox"/> Signatory to tenancy agreement <input type="checkbox"/> As a sub-tenant (share house)	<input type="checkbox"/> Signatory to tenancy agreement <input type="checkbox"/> As a sub-tenant (share house)	<input type="checkbox"/> Signatory to tenancy agreement <input type="checkbox"/> As a sub-tenant (share house)	Indicates whether individually or jointly responsible for the previous tenancies.
Dates of tenancy (start and finish dates)				This will show stability of previous rental experiences and is a standard question on most rental property applications.
Reason for ending tenancy				Again standard question landlords will want to know – and can help identify any potential barriers to gaining access to another tenancy. Greater detail can be provided in the next section – this section just needs to give a simple response.



QUESTION	RESPONSE REQUIRED	PURPOSE/RATIONALE
<p><b>Difficulties with previous tenancies?</b></p>	<p>If the young person has ever been evicted or asked to leave a rental property by other tenants/landlord, what were the reasons?</p> <p>Is there any reason to believe the client has been 'blacklisted' on a tenancy database?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p>If yes, WHEN did it occur and HOW has this been resolved?</p>	<p>Gives the young person and case manager an opportunity to discuss what has worked/not worked for them in previous rental accommodation (including in THM/refuge accommodation). This should include any disputes with landlords, real estate agents, co-tenants or others related to the tenancy.</p> <p>Listing on a tenancy database can prove a major barrier to accessing any further private rental accommodation – even if the matter was eventually resolved, there is no guarantee that their name has been removed from one or more lists.</p> <p>Important that all of these details are followed up and resolved by the case manager and young person BEFORE attempting to access accommodation. If this is not possible for some reason, the case manager should discuss with the PRB Coordinator before finalising the application.</p>
<p><b>Rental References</b></p>	<p>At least two rental references have been provided by young person (including contact details and relationship to landlord):</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>	<p>Details of referees not required to be provided to the PRB, but following details should be provided to the case manager:</p> <ol style="list-style-type: none"> <li>1. Name of Agent/Landlord and phone contact details</li> <li>2. Address of property</li> <li>3. Time spent as a tenant</li> <li>4. Whether they are likely to give a favourable reference or not.</li> </ol> <p>These will be the references used by the young person on any private rental application form, so it is worth ensuring that the referee is prepared to give a favourable report. If not, alternatives should be found.</p>



QUESTION	RESPONSE REQUIRED	PURPOSE/RATIONALE
<b>Recent attempts to access rental housing</b>	<p>How long has the client been applying for private rental?</p> <p>What reasons have been given (if any) for their attempts to be unsuccessful to date?</p>	<p>This question relates to recent/current attempts to access private rental. Purpose is to help identify any problems they may have been encountering, such as looking in areas out of their affordability range, and adopting different strategies for future searches and applications.</p> <p>Important for the young person to be able to identify any reasons why they are being rejected, and encourage them to request this feedback from agents/landlords when applying for properties, to help improve their future chances.</p>

**CAPACITY**

**Housing Plan and Preferences**

QUESTION	REPOSSES REQUIRED	PURPOSE/RATIONALE
<b>What type of housing is the client looking for?</b>	<p><b>Property type</b></p> <p><input type="checkbox"/> Unit    <input type="checkbox"/> House    <input type="checkbox"/> Other    _____</p> <p><b>Size</b></p> <p><input type="checkbox"/> 1 bed    <input type="checkbox"/> 2 bed    <input type="checkbox"/> 3+ bed</p> <p><b>Type of occupancy</b></p> <p><input type="checkbox"/> Sole occupant    <input type="checkbox"/> Shared</p>	<p>The purpose of most questions in this whole 'Housing Plan and Preferences' section is to help identify the young person's goals and expectations around securing private rental. Based on their responses, the case manager can give appropriate advice on whether their expectations are realistic, and whether they should modify these in order to secure a private rental property.</p>



QUESTION	REPOSSES REQUIRED	PURPOSE/RATIONALE
<b>Location of housing</b>	What suburbs/areas are being considered?  Why these areas?	This helps to narrow down the searching process, and provide some rationale as to why to concentrate on these areas (such as close to local work, transport, education/training, friends, support services, etc). Discussion with the young person can help reinforce the importance of choosing an area where long term connections can be built.
<b>Affordability</b>	What are the medium rents for the type of housing being sought in these areas? (see Rental Report figures) \$_____ per week     \$_____ per calendar month  What is the MAXIMUM the client can afford to pay as weekly rent? \$_____per week     _____% of weekly income	Reference should be made to the data provided from the Office of Housing Rental Report (available from <a href="http://www.vinnies.org.au/prb">www.vinnies.org.au/prb</a> ) to help understand the relative affordability of different suburbs/regions.  Affordability of rentals in this area must be compared to the young person's capacity to pay – this will be of interest to prospective landlords, as well as assist the young person to see how much of their weekly income will be taken up in rent. Note: to access Office of Housing Bond Assistance, maximum rent can be no more than 55%.



QUESTION	REPOSSES REQUIRED	PURPOSE/RATIONALE
<p><b>Estimated assistance required</b></p>	<p>Estimated shortfall in weekly rent \$_____ per week (AVERAGE)</p> <p>Estimated shortfall over 12 months \$_____</p>	<p>These calculations will help the case manager and young person determine what level of rental brokerage funds may be required to help support the tenancy over the first 3-12 months.</p> <p>Discussion needs to be had to identify how the young person will afford to pay the full rent once the initial period of rental brokerage funds run out. A system of tapering the assistance may be better than paying out an equal sum over each of the 12 months:</p> <p>e.g. first 3 months - \$50 assistance per week (\$649.50)            second 3 months - \$35 assistance per week (\$454.65)            third 3 months - \$20 assistance per week (\$259.80)            final 3 months - \$10 assistance per week (\$129.90)</p> <p>Total assistance - \$1494.85 over 12 months</p> <p>Note: multiply weekly amounts by 4.33 to get a monthly rate</p>





QUESTION	REPOSSES REQUIRED	PURPOSE/RATIONALE
<p><b>Other assistance with accommodation to be provided</b></p>	<p>Will the case be assisting the client with any of the following in securing their tenancy:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sourcing property    <input type="checkbox"/> Finding flatmates to share with</li> <li><input type="checkbox"/> Negotiating tenancy agreement    <input type="checkbox"/> Relocation</li> <li><input type="checkbox"/> Storage</li> <li><input type="checkbox"/> Other _____</li> </ul>	<p>This is to identify what other assistance the young person may need from the case manager in establishing the tenancy – the PRB Coordinator will not be able to provide any of these services directly.</p>
<p><b>Other support being provided to young person through case plan</b></p>	<p>What other types of support/assistance are being provided by the case manager as part of the client’s case plan?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Employment                      <input type="checkbox"/> Education &amp; Training</li> <li><input type="checkbox"/> Financial                              <input type="checkbox"/> Mental Health</li> <li><input type="checkbox"/> Physical health                      <input type="checkbox"/> Alcohol/drug issues</li> <li><input type="checkbox"/> Legal                                      <input type="checkbox"/> Social contact/relationships</li> <li><input type="checkbox"/> Other _____</li> </ul>	<p>This information will help identify the range of support services being provided.</p> <p>Given that the PRB will not be directly involved in the support provided, this information is primarily for the purposes of evaluating the outcomes of the program, and one key indicator is the type of support services being provided to the young person by their primary case manager.</p>



**REQUEST FOR ASSISTANCE**

Based on the client’s needs outlined above and the program guidelines, estimate the total grant required and the proposed % allocation across each category:

	<b>Budgeting Incentive</b>	<b>Tenancy Setup Costs</b>	<b>Property Enhancement Grant</b>	<b>Total Grant</b>
\$				\$
%				<i>Must total 100%</i>
	<i>100%</i>	<i>50%</i>	<i>25%</i>	<i>Maximum % of grant allowed under Guidelines</i>

**PURPOSE/RATIONALE**

This information will form the basis of the financial grant to be provided by the PRB. As per the program guidelines, the maximum grant available is \$2000. It is up to the case manager and the young person to identify how this is most appropriately divided between the three different components. Up to 100% can be spent on the ‘budgeting incentive’ (such as for weekly rent), up to 50% on tenancy set up costs, and up to 25% on the Property Enhancement Grant. The application requires that both the dollar amount and the percentage amount is provided.

Once this amount is approved, it is expected that the Case Manager will ensure that amounts are spent as agreed. If there is to be any variation in the way the grant is acquitted, the Case Manager will need to liaise with the PRB Coordinator to discuss. Variations of up to 10% will in most cases be readily approved – variations greater than this may require a new application to be submitted.

**FURTHER ENQUIRIES**

If you have any questions about this, or any other section of the application form, contact James Donelly, PRB Coordinator on (03) 9321-2912.

Program Guidelines, Application Form and other relevant materials are available from [www.vinnies.org.au/prb](http://www.vinnies.org.au/prb)