

Date

Mihi

Nau mai, Haere mai
Welcome to our Sustainable Tenancies Programme.

Thank you for joining this service, here at Tūwharetoa Settlement Trust, we are looking to work together with our people to help prevent and reduce homelessness and housing stress, by helping you to build a good foundation with a Kaupapa Māori approach.

Having a stable place to call home can make it easier to get ahead and deal with other issues in your life. Homelessness is more than rough sleeping. It includes people who are without shelter, in emergency and temporary accommodation, and living temporarily in severely overcrowded accommodation. At times we are all just one life event away from homelessness whether it be the passing of a loved one, redundancy, an illness or an unexpected cost.

Our Senior Kāinga Coach will ask to learn more about you. This information will help us to gain a greater understanding of your whanau, your living situation and the realities that are impacting your tenancy and in return we offer a Kaupapa Māori approach to not only respond to the physical realities of homelessness but a holistic overall approach helping to both educate and connect you to the right people. For in the end the most important thing in the world is He Tangata, He Tangata, He Tangata.

Office Use - Consent Matrix

	Whanau provided with clear information about the Programme including the kaupapa and process involved
	Roles of Kāinga Coach explained
	Level of commitment of the client and whanau discussed and agreed upon
	Written Informed consent form obtained and understood
	Whanau understands Disclosure Statement and that their information may be shared

Referral To HIK - Sustainable Tenancies

First Name(s):		Surname:	
Gender:		DOB:	
Email:		NHI No:	
Phone number:		Mobile No:	
Address:			
Registered with TST: Y / N		Languages Spoken:	
Hapu:		Marae:	
Current Living Situation:	Circle which applies: Private rental / Emergency Housing/ Boarding /Other:		
Employment Status:	Employed/ Benefit/ ACC / Other:		
Location:			
No. in Household	Adults:	Children:	(0-14yrs)
Pets & Description:			
Emergency Contact:	Name: Address: Number: Relationship:		
Referrer details			
Referrer:		Organisation:	
Email:		Contact No:	
Mobile:		Date of Referral:	
Key Worker:		Contact No:	
Medical Info			
Medical Alert / Concerns			
GP:		Contact No:	
Place of Practice:			
Reason for Referral: Please share as much detail as possible			
Specific Needs/ Considerations: (Spiritual, Cultural, Gender Specific Staffing, Dietary)			
Safety Risks / Concerns: (e.g., violence, gang affiliation, dog on property).			

Please send all referrals to heiwikainga@tst.maori.nz

Whānau

About the Whanau in your whare – The information you provide here will assist us to support your priorities and to identify other areas of support for your Tenancy needs.

Name

First

Last

Date of Birth

dd-mm-yyyy

Name

First

Last

Date of Birth

dd-mm-yyyy

Name

First

Last

Date of Birth

dd-mm-yyyy

Name

First

Last

Date of Birth

dd-mm-yyyy

Name

First

Last

Date of Birth

dd-mm-yyyy

Notes: (to record such details as whether kids are in school etc.).

Hauora

Does your whanau have any of the following health issues?

	Asthma		Substance misuse
	Respiratory problems		Gambling issues
	Obesity		Trauma
	Eating disorder		A learning disability
	Heart Disease		Development issues
	Cancer		Cognitive impairment
	Mental Health		Acquired brain injury
	Personality disorder		Social issues
	Disability		Experience of domestic and family violence
	Physical Health issues		

Health & Medical Notes:

Disclosure: It is important that we are aware of diagnosed health concerns, please tell us if any named whanau members have diagnosed health or medical issues, examples may include mobility, rheumatic fever GAS+ tests, hearing etc. but are not limited to the above

Office Use – Strengths and Needs Assessment - Health

- 1 More than 5 health related issues currently un- addressed
- 2 3-5 issues related issues currently un-addressed
- 3 1-2 health related issues currently un-addressed
- 4 No Known health issues that are currently un-addressed

Whare

Is the whanau homeless? Y/N

Is the whanau in Emergency Housing, for how long?

0-12 months	1-2 years	2+ years
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Expand in detail:

Is the whanau

Renting:	Public	Private	Landlord or Property Manager
Boarding			
Other			

Expand in detail: (Payments/ Frequency/ Arrears/ Disputes/ Rent Increases/ Risks)

Does the house comply with the World Health Organization (WHO) Standards for maximum number of whanau members living in a single household?

Yes	No- but adequate space for whanau	No
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How safe and hazard free is the home?

Very Poor	Poor	Average	Very Good	Excellent
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How safe and hazard free is the surroundings?

Very Poor	Poor	Average	Very Good	Excellent
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How clean is the home?

Very Poor	Poor	Average	Very Good	Excellent
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How clean is the surroundings?

Very Poor	Poor	Average	Very Good	Excellent
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Expand in detail: (Property/ Maintenance Obligations)

Early Intervention Strategies	Effective Communication
Check Rent calculation to ensure client has been charged correctly Check to see client is receiving correct entitlements (if any). Check to see if client needs advocacy with landlord Referral for support if required Tenancy Tribunal involved	Client encouraged to make contact if having problems paying rent in order to explore options for support Explanation given to client to understand eviction process, reasons
Vulnerability Assessment	
Identified level and type of complex needs Identified appropriate service(s) to refer client Provided information to client about relevant services available Referral made to relevant service(s) Tenancy Response Plan created with client which outlines actions/ outcomes for whanau to address rent arrears	Realistic, affordable and achievable repayment plan in place for whanau
Outcome	

Office Use – Strengths and Needs Assessment – Housing & Environment

- 1 Serious housing and safety issues / whanau is homeless
- 2 Existing conditions have caused injury or illness
- 3 Current housing and environment present potential hazards to health, safety and well-being of whanau
- 4 Whanau has adequate housing and a safe environment

Āhuatanga Putea

Have there been times during the last 12 months when the family could not afford:

	Never	Sometimes	Often	Always	NA
Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clothes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Petrol/Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mortgage/Rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/Gas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone/Mobile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Expand on Detail

What category best describes your gross family income during the last 12 months? (Please select one and only one option)

- | | | |
|--|--|--|
| <input type="checkbox"/> None | <input type="checkbox"/> Less than \$10,000 | <input type="checkbox"/> \$10,000 - \$14,999 |
| <input type="checkbox"/> \$15,000 - \$24,999 | <input type="checkbox"/> \$25,000 - \$34,999 | <input type="checkbox"/> \$35,000 - \$49,999 |
| <input type="checkbox"/> \$50,000 - \$74,999 | <input type="checkbox"/> \$75,000 - \$99,999 | <input type="checkbox"/> \$100,000 or more |

What is the total family income per week after tax?

What is the source(s) of the family income in the last 12 months? (Please check at least one option that is applicable)

- | | | |
|--|---|--|
| <input type="checkbox"/> Child Support Payments | <input type="checkbox"/> Domestic Purposes Benefit | <input type="checkbox"/> Invalids Benefit |
| <input type="checkbox"/> No Source of Income | <input type="checkbox"/> NZ Superannuation Pensions | <input type="checkbox"/> Paid Parental Leave |
| <input type="checkbox"/> Regular payments from ACC | <input type="checkbox"/> Self-employed or Business Income | <input type="checkbox"/> Sickness Benefit |
| <input type="checkbox"/> Student Allowance | <input type="checkbox"/> Unemployment Benefit | <input type="checkbox"/> Wages, Salary or Commission |
| <input type="checkbox"/> Other | | |

Do you find yourself always behind in trying to make payments? (Please select one and only one option)

- Never
- Sometimes
- Often
- Always

If you have been behind in payments, how far behind are you?

- A Week
- 1-2 Weeks
- 2-4 Weeks
- A month of more

Expand in detail:

Whakaea Taurewa

Needs: These are the costs that are necessary for your life, like a roof over your head, food, electricity, transportation, credit card and loan repayments... basically anything that can't be skipped and must be paid.

	Amount \$	Frequency	Credit/ Arrears	Supplier/Notes
Rent				
Insurances – Contents Vehicle Health Life				
Power/ Gas				
Internet				
Phone/ Mobile Phone				
Groceries				
Transport				

Wants: These are the things we enjoy but could go without if we had to. Things like new clothes, eating out, entertainment and social outings.

	Amount \$	Frequency	Notes
Lunches			
Coffees			
Memberships			
Dining Out - Takeaways			
Subscriptions			
Clothing			
Health & Beauty			
Charity/ Tidings			
Gifts			
Other			

Debts: These are costs or contracts you have signed up to.

	Amount \$	Frequency	Notes
Overdraft			
Car Loans			
Personal Loans			
Credit Cards			
Hire Purchases			
Store Cards			
After pay			

Rawa Whaipūtea

Does your household have Savings: whether you are saving up for a house, a holiday or if you want to have a rainy-day fund for unexpected expenses, share what you currently have in place

House Deposit	Amount \$	Notes
Holiday		
Emergency Funds		
KiwiSaver		
Work Provided Superannuation Fund		
House Deposit		
Other Investments		

Are your whanau currently protected?

Do any/ all adults have?

	Yes - supplier	No – not affordable	No – Lack of info/ awareness
Contents Insurance			
Health Insurance			
Vehicle Insurance			
Life Insurance			

Oranga Pūtea

Who do you currently bank with?

How do you currently assess your funds?

In branch / Eftpos / Visa Debit / Internet Banking / Mobile App / Phone Banking

Are you currently paying fees on your accounts?

Do you often find your account in unarranged overdraft?

Do you have a clear understanding of where your money goes each week, fortnight, month?

Do you feel confident in your ability to manage your money well?

How confident do whanau feel to approach financial services?

	Not Confident	Somewhat Confident	Quite Confident	Very Confident
Bank				
Budget Services				
Financial Advisor				
Online websites such as Sorted.co.nz				

Additional Comments

Office Use – Strengths and Needs Assessment – Adequacy of Income

- 1 Family is in Financial Crisis
- 2 Income is insufficient: Unable to meet basic needs
- 3 Family income is sufficient to meet only basic needs
- 4 Family income is adequate to meet needs as well as whānua aspirations

Office Use – Strengths and Needs Assessment – Income Management

- 1 Family needs extensive support (Financial Crisis/ No Income)
- 2 Family is not managing income well and needs education/ advice
- 3 Family managing reasonably well but could do with some support
- 4 Family income is adequate managed, and members are financially savvy

Mahi

What type of employment do members of the whānau have? (Please check all option(s) that are applicable)

	Full-time	Part-time	Casual on-call	Seasonal	N/A
Rangatahi (School Leavers to 18 years old)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnant and Breastfeeding Wāhine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pakeke (18 years old and older)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kaumātua and Kuia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What type of employment status do members of the whānau have? (Please check all option(s) that are applicable)

	Perm	Temp	Contract/ Self Employed	Not working	N/A
Rangatahi (School Leavers to 18 years old)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnant and Breastfeeding Wāhine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pakeke (18 years old and older)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kaumātua and Kuia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unemployment Status

What are the reasons for unemployment? (Please check all option(s) that are applicable for each group)

Rangatahi (School leavers to 18 years old)

- | | | |
|--|--|--|
| <input type="checkbox"/> Caring for other whānau | <input type="checkbox"/> Education (Course/University) | <input type="checkbox"/> Expensive Childcare |
| <input type="checkbox"/> No Jobs Available | <input type="checkbox"/> Illness or Disability | <input type="checkbox"/> Time Flexibility Issues |
| <input type="checkbox"/> N/A | | |

Pregnant or Breastfeeding Wāhine

- | | | |
|--|--|--|
| <input type="checkbox"/> Caring for other whānau | <input type="checkbox"/> Education (Course/University) | <input type="checkbox"/> Expensive Childcare |
| <input type="checkbox"/> No Jobs Available | <input type="checkbox"/> Illness or Disability | <input type="checkbox"/> Time Flexibility Issues |
| <input type="checkbox"/> N/A | | |

Pakeke (18 years or older)

- Caring for other whānau
- Education (Course/University)
- Expensive Childcare
- No Jobs Available
- Illness or Disability
- Time Flexibility Issues
- N/A

Kaumātua and Kuia

- Caring for other whānau
- Education (Course/University)
- Expensive Childcare
- No Jobs Available
- Illness or Disability
- Time Flexibility Issues
- Retired
- N/A

Expand in detail:

Office Use – Strengths and Needs Assessment – Employment Status

- 1 Unemployed with no immediate prospects
- 2 Underemployed or Unemployed but seeking employment
- 3 Employed but not satisfied (not employment of choice)
- 4 No employment issues

Manaakitanga

When required, how confident is whanau that they can get themselves seen by the following services:

	Not Confident	Somewhat Confident	Quite Confident	Very Confident
Social Services				
Health Providers				
Housing Agency				

Social Services include but are not limited to OT, MSD, Family Start, Whanau Ora, Budgeting

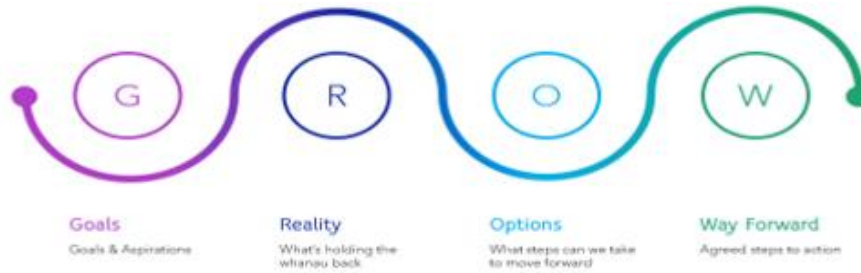
How well is the whanau able to find their way around the following services:

	Not Confident	Somewhat Confident	Quite Confident	Very Confident
Social Services				
Health Providers				
Housing Agency				

Social Services include but are not limited to OT, MSD, Family Start, Whanau Ora, Budgeting

Have your whanau used any of the services available in the past – how did you find this experience?

Whakamana



Goals & Aspirations

What the whanau want to achieve Short Term / Long Term	It's important because....
Ranking of goals 1-10	When we reach our goals, it will look like/ feel like.....

Reality

Things going on for us are...	What we'd like to see happen...
What is different about these times...	When has problem been better...

Options

If something wonderful happened, things would be like this...	If the improved situation is now a 10, we are now...
Times when it was closer to a 10...	Things were better when we were....

Ways Forward

Plan to move one step closer to our goals we can...	Confidence in doing so....
Support we need to make this happen....	If things become difficult, we can....

Kāiarahi Notes

Contact Points

Date	Method – email/ phone/ face to face	Notes

APPLICANTS: What are the risks associated with Sustaining a Tenancy

TENANTS: What are the Tenancy Issue(s)?

Recommendations and Referrals

Goals	Actions Required	Who (Whanau/ Me)	Review Date

	SN Score
Health	
Housing & Environment	
Adequacy of Income	
Income Management	
Employment	
Services Navigation	
Total SN Score	

Level of Care Required	
1 - 7	Level 1 (High)
8 – 14	Level 2 (Medium)
15 – 24	Level 3 (Low)

Date of Initial Assessment
