



Under 1 Roof

Community in action

Presenting a referral to Under 1 Roof

Principles

In some client stories there is a lot of history and a lot of factors at play. The challenge in presenting a client for discussion at the U1R Care Coordination Meetings is to tell enough of the situation that people can help and to also be focussed and succinct, emphasising important information that contributes to people's understanding in a way that engages them in what the solutions might be.

The following principles are important:

- Succinct – with regard to the time available
- Focussed – on key objectives relating to housing and support
- Thorough – covering the critical factors impacting on a successful outcome (positive or negative)
- Insightful – share your understandings and insights
- Engaged and engaging – what do you know and think? What do you want from the group? Try to link with the skills and resources in the room. Create energy.

The following check list is designed to guide a referring agency in identifying key information for the purposes of a presentation:

- Client name
- DOB (depending on age, the options for providing assistance may be different)
- Housing application number if you have one
- Identify and prioritise safety issues such as DV, poor health, risk to self etc.
- Context and needs assessment: include a succinct explanation of the key presenting factors
- Key objectives including:
 - What type of housing is needed and where?
 - What support is needed and at what intensity?
- Best ideas so far for a solution
- Anything that has already been tried or is underway
- Other agencies involved.
- Dilemmas, challenges and opportunities.