

MEMORANDUM OF UNDERSTANDING

Safe Haven Community Limited ABN 92 618 365 594

And

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Safe Haven Community (SHC) was established October 2015 to address the shortage of safe, temporary accommodation for low risk level 1 cases of domestic & family abuse. Researched with stakeholder organisations, Government Departments and risk assessed by Minter Ellison, the service launched in August 2017 at the Lady Musgrave Forum on Homelessness. SHC provides an innovative cost effective, efficient frontline service to deliver transitional home-based accommodation to take clients from agencies to provide outcomes for a much-needed sector.

SHC has assisted 75 women and children with over 1200 nights of accommodation. As a frontline service provider of accommodation, we do not offer counselling services. As part of our risk assessment strategy to access transitional accommodation services, providers engaging with us will complete the referral agreement every 12 months.

SHC offers support for women and children who are fleeing abuse in the home by a perpetrator under Level 1 category (coercive behaviour, economic, financial, verbal, psychological, emotional, religious abuse) under the following:

- Only women fleeing domestic violence & family abuse
- Women from 25 years of age and older
- Single and/or with children and/or pets
- Women isolated and have no family support

SHC is unable to help women under the following circumstances:

- Level 3 category of physical violence
- Drug and/or alcohol dependency
- High needs mental anguish or illness
- Under the age of 25
- Criminal record

SAFE HAVEN COMMUNITY WILL

- a) Carry out their own security risk assessment and onboarding.
- b) Liaise with Referral Agency for any Outreach/Case management of the Client during the length of stay with our Providers.
- c) Provide temporary accommodation for a period of two to four weeks.
- d) Match the clients with the right provider
- e) Manage introductions with the provider and the client & follow up

- f) Keep contact with provider and client to confirm comfort of all parties
- g) SHC reserves the right to remove any client that does not fulfill their obligations as a considered guest with our providers
- h) Keep records of all clients for the duration of the stay
- i) Report on clients after each stay to the Agency
- j) Help clients access vital social, legal and support organisations and information
- k) Help clients with researching permanent accommodation
- l) Provide a letter of reference for the clients of good behaviour for the duration of the stay

SERVICE PROVIDERS PROCEDURES

The client is the service agency's responsibility.

SHC does not provide Case management services. We are not qualified counsellors. All information gathering and paperwork is the responsibility of the Agency.

The Agency must adhere to the following procedures:

- a) Assess the client's suitability for accommodation
- b) Complete security and ID checks and keep copies
- c) Complete relevant onboarding questionnaire (provided by SHC)
- d) Contact SHC and discuss client and her situation. If suitable email questionnaire.
- e) If client accepted, complete tenancy rooming arrangement paperwork for client to sign.
- f) Consent form and house rules to be given to client and signed. Agency must ensure clients understand that any breach of rules will result in termination of accommodation.
- g) Advise client of service fee (\$15.00 per night) this is not a per person fee. Work out the length of stay and take payment from the client.
- h) Payment must be deposited into SHC account in advance and a receipt emailed to SHC before client is placed.
- i) Invoices will be emailed according to relevant arrangements.
- j) All paperwork to be emailed to SHC for acceptance.
- k) Advice will be given to Agency with regard to accommodation details
- l) Agency to liaise with client with regards to transport.
- m) Address all communications to SHC only. Service Agency cannot contact our Providers direct.
- n) Keep good records and comments on procedures and outcomes.
- o) Report at the end of each Month confirmation of outcomes.

SHC reserves the right to decide whether we can take and place a customer. And that we may from time to time, change the conditions with consideration to each case.

All Referral agencies must provide copies of the following certification as evidence of compliance :-

- Commonwealth Child Safe Framework
- Working with Vulnerable People Registration
- Working with Children Check.

As a registered Agency based in Queensland, I hereby confirm that I understand the regulations in place and will abide by all operational rules set by SHC. I will ensure all staff in our Agency have a clear understanding of the rules and ensure compliance.

We understand that all communications will be solely with Safe Haven Community and our clients.

We confirm that records will be sent to SHC on a monthly basis to ensure good outcomes for all parties.

We confirm that we are unable to utilise the service provided by Safe Haven Community if we do not have a referral arrangement in place.

We confirm and accept the service providers procedures and will advise and train our organisation employees of these procedures.

We accept that all correspondence and procedures are confidential and are the property of SHC. This information cannot be used in your own organisation and procedures are confidential and will not be divulged to anyone outside our organisation.

REFERRAL AGENT SIGNATURE.....

POSITION.....

SAFE HAVEN COMMUNITY APPOINTED SIGNATURE.....

DATE.....

Internal Policy:

Approved:

Copies of Certification received:

Onboarding form emailed:

House rules emailed:

Consent form emailed: