

ACT GOVERNMENT

CLEAR PATHWAYS AND MODERNISING TENANCY SERVICES

A HUMAN SERVICES FRAMEWORK
FOR TENANCY MANAGEMENT



ACT
Government

HUMAN SERVICES BLUEPRINT

Person-centred
Strengths-based
Collaborative
Simple



Community-focused
Outcomes-focused
Sustainable
High quality

Right SERVICE

Right TIME

Right DURATION



ACT
Government

MODERNISING TENANCY SERVICES

What is Modernising Tenancy Services?

Three streams of tenancy support:

- Intake and Stabilisation
- Self Managed and Supported
- Intensive Support

OUR APPROACH TO HOARDING AND SQUALOR

- Hoarding and squalor are health and wellbeing issues.
- Hoarding and squalor affect more than just our tenants.
- Support processes need to be accessible for tenants and their families.
- Our focus is on engagement as the primary tool for resolving these issues.
- We will seek resolution through the ACT Civil and Administrative Tribunal when necessary.

CLEAR PATHWAYS

- Clear Pathways is the development of an organisational policy and response to the issues of hoarding and squalor.
- The response includes development of assessment tools and guidelines and supporting policy for Housing ACT.

USING BEST PRACTICE EXAMPLES

Clutter Image Rating: Bedroom

Please select the photo that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

ASSESSING IMPACT NOT JUST ACCUMULATION

B	How often do you leave home to participate in activities with friends?			
	0	1	2	3
	Weekly/More than once per week	Occasionally About once per fortnight	Not often about once per month	Very rarely/Not at all
A	How often do you have friends over to visit?			
	0	1	2	3
	Weekly/More than once per week	About once per fortnight	Not often/about once per month	Very rarely/Not at all
C	How often do you prepare and cook food at home?			
	0	1	2	3
	Weekly/More than once per week	Occasionally About once per fortnight	Not often about once per month	Very rarely/Not at all
D	Does the amount of clutter in your home prevent you from using rooms as what they are designed for?			
	0	1	2	3
	Not at all	Mild I have difficulty using some rooms	Moderate I am unable to use one or more rooms	Severe I have difficulty moving around my home due to my possessions
E	To what extent do you experience difficulty in your life (daily routine, job/school, social activities, family activities, financial difficulties) because of clutter, difficulty discarding, or problems with buying or acquiring things?			
	0	1	2	3
	Not at all	Mild I am occasionally unable to do things I want to do	Moderate I am often unable to do things I want to do	Severe I am unable to do not feel comfortable leaving my home

USING OUR OWN INFORMATION MORE EFFECTIVELY

A	Complaints have been registered in regard to this tenancy.					
	Source →	Neighbourhood	Ministerial	Human Rights	Public Advocate	Members of household/ family
	Yes/No					
	Score (if yes)	1 if single complaint 2 if multiple	1 if single complaint 2 if multiple	1 if single complaint 2 if multiple	1 if single complaint 2 if multiple	1 if single complaint 2 if multiple
B	The property presents high risk of damage to neighbouring properties due to increased risk of fire.					
	Source →	Observed by HM	Notified by ESA	Evidenced by previous fire	Contravenes Bush Fire Operation Plan	
	Yes/no					
	Rating (if yes)	1	2	2	2	
C	Property presents high risk of impact on neighbouring properties due to insect/vermin infestation.					
	Source →	Observed by HM	Notified by Client	Previous Work orders related to pest management		
	Yes/no					
	Rating (if Yes)	2	2	1		
D	Children reside in the property and the property meets indicators of hoarding in one or more of the three assessment categories.					
	Source →	Observed by HM				
	Yes/no					
	Rating (if Yes)	2				
E	A high number of animals have been observed living within the property <i>and</i> there is evidence of cruel or inhumane treatment of animal such as an animal: <ul style="list-style-type: none"> • being starved • physically harmed; or • kept in insanitary conditions. 					
	Source →	Observed by HM				
	Yes/no					
	Rating (if Yes)	2				

USING A COMBINED ASSESSMENT TO PROVIDE SUPPORT

Following assessment, supports can focus on:

- assistance with material accumulation;
- assistance with increasing social participation;
- assistance in managing relationships within a tenant's community; or
- any combination of the three.

LEGAL PROCESSES – OPPORTUNITIES FOR ENGAGEMENT

- Housing ACT will utilise relevant clauses under the Residential Tenancies Act when necessary.
- This may include :
 - when serious and immediate health and safety concerns are identified;
 - when a tenant refuses to engage with the support process; and
 - when additional supports are required to facilitate progress against agreed outcomes.

BUILDING APPROPRIATE SYSTEMS TO SUPPORT THE PROCESS

In addition to the human services policy, Clear Pathways aims to provide an easy to manage means of recording information

- Well managed information
- Comparative assessments
- Financial awareness

IT IS EARLY DAYS

- Housing ACT recognises there is no “easy” way to resolve these issues.
- Housing ACT is committed to a planned and consistent approach that benefits staff and clients.
- Housing ACT is working collaboratively to assist clients to achieve better outcomes.

Thank you

“People hoard for the same reasons that everyone saves their stuff, just more so. They save for sentimental reasons, to avoid being wasteful, for fear they might need it one day, and to have control over their own things.”

— [Gail Steketee](#)