

Emergency	Crisis			Intervention required				Advice		
0	1	2	3	4	5	6	7	8	9	10
Medically compromised	Homeless			Unsuitable accommodation				Everything okay, no concerns		
Injured	Imminent eviction							Moving out of home for first time		
Attempting to kill self currently	Extreme barriers contributing to accommodation concerns; mental health, accommodation, relationships, legal, physical health, substance use*			Eviction notice served (Notice to vacate) (Living in rental / caravan park / rooming house)						
Unable to make decisions to keep safe				Rent arrears (Including receiving notice to vacate)						
Inability to function										
Homicidal				Emerging barriers, cause for concern in regards to continued housing; mental health, relationships, legal, physical health, substance use, employment*						
Immediate danger to others	Received notice of VCAT hearing			Overcrowding						
Immediate danger to self				Couch Surfing						
				Urgent repair required		Non urgent repair required				
	Experiencing family violence and requiring accommodation			Concerns with property landlord						
								General tenancy enquiry		
Service response	Service response			Service response				Service response		
Call 000	Opening Doors Housing Services									
	Eastern Community Legal Centre									
	Centrelink (please see financial scale)									
				Trading Standards						
								Youth Services		
	Mental Health intervention (please refer to Mental Health scale)*			Mental Health intervention (please refer to Mental Health scale)						
	Relationships intervention (please refer to Family or Relationships scale scale)			Relationships intervention (please refer to Family or Relationships scale scale)						
	Legal intervention (please refer to the legal section of the manual)			Legal intervention (please refer to the legal section of the manual)						
	Physical Health intervention (please refer to Physical Health scale)			Physical Health intervention (please refer to Physical Health scale)						
	Drug and alcohol intervention (please refer to drug and alcohol scale)			Drug and alcohol intervention (please refer to drug and alcohol scale)						