



# Referral FAQs

## ELIGIBILITY & SUITABILITY

### **Who can be referred to Wellington Women's House?**

Women who receive an MSD benefit, are homeless or at risk of homelessness, or are experiencing a housing transition. Applicants need to be able to live independently with low to moderate support, participate respectfully in communal living, and work towards sustainable long-term housing.

### **Who is not suitable?**

Women who require intensive or clinical support, cannot live safely in a shared environment, do not meet the eligibility criteria, or would be better supported by a specialist service. Every referral is considered individually.

### **Can women with mental health needs be referred?**

Yes. A diagnosis does not automatically exclude someone. We consider how their mental health is being managed, the supports available, and whether we can safely meet their needs.

### **Can women with physical health needs be referred?**

Yes. Women receiving treatment or support may be eligible, provided they can manage independently. We do not provide on-site medical care.

## HEALTH, ACCESSIBILITY & SAFETY

### **Can women with mobility needs be referred?**

Possibly. The House has stairs and may not meet every applicant's accessibility needs. We assess each situation for safe and suitable accommodation.

### **Can women experiencing alcohol or drug issues be referred?**

Yes, where they can maintain a substance-free lifestyle. Wellington Women's House is a drug and alcohol free house. Women working towards recovery, including those leaving treatment programmes, are welcome to be considered. Please contact us if unsure.

### **Do you accept women experiencing family or domestic violence?**

Yes. We consider the applicant's safety plan, individual circumstances, and the safety of everyone in the House.



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## **Can women with criminal convictions or gang affiliations be referred?**

Each referral is assessed individually, considering relevant convictions, current legal matters, associated risks, and the safety of residents, staff and visitors.

## **LIVING AT THE HOUSE**

### **Do you accommodate women with children?**

No. Accommodation is for women living on their own; the House cannot accommodate children, families or pets.

### **What is the goal of Wellington Women's House?**

To provide a safe, supportive environment where women can build stability, strengthen independent living skills, and move towards sustainable long-term housing.

### **Why might a referral not be accepted?**

Reasons include not meeting eligibility criteria, support needs beyond our capacity, an unsuitable communal living environment, safety risks that cannot be managed, or another service being better placed to help. A declined referral does not mean the applicant cannot receive support elsewhere.

### **Can I contact the House before referring?**

Yes. Referring agencies are welcome to discuss suitability and eligibility with us before submitting a referral.

## **MAKING A REFERRAL**

### **What information should be included?**

Please provide: current housing situation and reason for referral; accurate contact details; MSD benefit or income status; current support agencies; physical and mental health supports; identified risks and safety considerations; mobility or accessibility needs; and any other relevant assessment information.

### **Where can I find the referral form?**

The referral form is available on our website or can be requested directly from Wellington Women's House.

### **How long does the referral process take?**

Timeframes depend on room availability, the information provided and the assessment required. We aim to process referrals promptly and keep referring agencies informed of the outcome.



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## ASSESSMENT & OUTCOMES

### **What happens after I submit a referral?**

1. Referral received via MSD or our website
2. Initial eligibility review
3. Phone screening, where appropriate
4. Face to face interview or further assessment, where appropriate
5. Risk and needs assessment
6. Decision and outcome communicated

Not all referrals proceed through every stage. A referral may be declined at any stage if it is unsuitable.

### **What if my referral is not accepted?**

We will advise the reason where appropriate, helping the referring agency understand our criteria and identify alternative support options.

### **What should I do if I am unsure about eligibility?**

Please contact Wellington Women's House before making the referral. We are happy to discuss the circumstances and whether our service is likely to be suitable.