

Changing a priority rating

This page describes how to change the priority ratings assigned as an outcome of public housing assessment.

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Changing an initial priority rating

There are exceptions that allow you to progress a client's application for public housing where:

The client's income or assets exceeds the limits **or**

Residency criteria is not met **and**

They have an urgent public housing (also known as social housing) need **and**

That housing need can be met by the provision of public housing.

An override can be applied to the priority rating in exceptional circumstances within the above situations should you decide that, after taking a holistic view of the client's circumstances, it is appropriate.

For example, a client may disclose that they are a victim of family violence and have severe safety issues. An override can be applied to reflect their high housing need.

A priority rating may be overridden if the client's circumstances, or information that has been provided, suggests that their housing need is not as urgent as the priority rating that was automatically assigned as the outcome of their assessment.

You will need to add the 'Housing Override' Evidence item, and seek approval from your manager.

Refer to MAP for the housing need priority ratings criteria:

[MAP - Changing a client's initial priority rating \[http://doogle/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.html\]](http://doogle/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.html)

Upgrading an initial priority rating

Following is an example of upgrading a priority rating.

Client	Initial Priority Rating	Circumstances	Reviewed Priority Rating
Wendy	C	Wendy is a victim of family violence whose safety is at risk. Wendy has a high income which has contributed towards a C priority. The staff member looks at Wendy's circumstances and determines that she should be upgraded as she has scored a 4 under suitability due to her safety being at risk and as a result of this she is currently unable to work.	A

Downgrading a priority rating

A priority rating can be downgraded if it is deemed appropriate based on the client's circumstances, or information has been provided that suggests the client's housing need is not as urgent as the priority rating they have been assigned.

Following is an example of downgrading a priority rating.

Client	Initial Priority Rating	Circumstances	Reviewed Priority Rating
Duncan	A	Duncan is staying in his friends garage and has advised the case manager (housing) that he hasn't looked for other accommodation and does not intend to as he is able to stay in his current accommodation. Duncan only wants to live in the North Shore and will not consider other areas. In this instance it may be appropriate to downgrade Duncan's priority rating to a B as he is not taking steps to find alternative housing.	B

When a client reapplies for public housing within 13 weeks of declining a property without a good and sufficient reason and the staff member completing the assessment does not consider the client to have a genuine housing need they will follow the existing process of downgrading the application so that the client is not eligible to be allocated public housing.

[MAP - Changing a client's initial priority rating \[http://doogle/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.html\]](http://doogle/map/social-housing/assessment-of-eligibility/changing-a-client-s-initial-priority-rating-01.html)

Changing a priority rating process

You will need to seek approval from your manager for an override/fast-track to be applied.

Before you seek approval, you will need to add the housing override evidence. To add, either select 'New Evidence' from the arrow icon or if the evidence item already exists, select the evidence item to edit. Select the reason for the override and add comments. If you are adding the override due to fast-track, you must select the reason for making application fast track i.e. Rheumatic Fever.

Once this has been added, your manager will need to approve the override. (Then you will need to go back into the client's service and complete apply changes and check eligibility.

Manager process

Once you have received the request, you will need to consider the client's individual circumstances:

Does the client have a serious housing need?

Does their situation require the upgrade/downgrade, override or fast-track?

Once you have determined whether approval should be given, you will need to action it in CMS.

If the override is for a fast-track, ensure the staff member has entered the reason for the fast track (Rheumatic Fever) **before** you approve the request.

To approve the override, navigate to the applicable Client Event note and record your approval in the note. Once completed notify the staff member.

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