



CLIENT ASSISTANCE APPLICATION

Eligibility, Verification, Safety Assessment & Applicant Declaration

This form is used to determine program eligibility, verify relevant circumstances and assess safety before Shield and Rebuild personnel or contractors attend a property.

If there is an immediate threat to life or safety, contact emergency services. Do not wait for this application to be assessed.

IMPORTANT - MANDATORY PROGRAM ELIGIBILITY

Shield and Rebuild's current assistance program is available to Australian citizens only. An applicant is not eligible under the current program policy if the applicant: (1) is not an Australian citizen; (2) has a criminal record; (3) is currently on parole, probation or subject to a community corrections order; or (4) resides in government or public housing. Reasonable evidence may be requested before assistance is approved.

Eligibility question	Response
Are you an Australian citizen?	Yes ☐ No ☐
Do you have a criminal record / have you been convicted of a criminal offence?	Yes ☐ No ☐
Are you currently on parole?	Yes ☐ No ☐
Are you on probation or subject to a community corrections order?	Yes ☐ No ☐
Do you currently reside in government or public housing?	Yes ☐ No ☐

Applicants may be asked to provide reasonable evidence of Australian citizenship. Failure to satisfy a mandatory eligibility requirement may result in the application being declined.

1. APPLICANT & REFERRAL DETAILS

Secure Referral reference:	Date:
Full legal name:	Date of birth:
Phone:	Email:
Current residential address:	How long at address?
Emergency/support contact:	Phone:
Referring person/organisation (if any):	Contact:

2. PROPERTY & HOUSING

Owner occupied ☐ Private rental ☐ Government/public housing ☐ Community housing ☐ Other ☐

Owner / landlord / housing provider and contact details:

If you do not own the property, do you have permission for security modifications? Yes ☐ No ☐ Pending ☐

3. INCIDENT & POLICE INFORMATION

Date / approximate date:	Location:
Describe the incident(s):	
Damage / loss:	Injury? Yes ☐ No ☐
Weapon involved/reported? Yes ☐ No ☐ Unknown ☐	Person responsible known? Yes ☐ No ☐
Reported to police? Yes ☐ No ☐	QPRIME / occurrence / report number:
Police station / officer or unit:	Investigation continuing? Yes ☐ No ☐ Unknown ☐

4. CURRENT SAFETY & SITE RISK

Question	Response
Does the person of concern know your current address?	Yes ☐ No ☐ Unknown ☐
Do they have keys, codes, remotes or other access?	Yes ☐ No ☐ Unknown ☐
Recent threats, stalking, intimidation or attempted entry?	Yes ☐ No ☐
Weapons known/suspected to be present or brought to the property?	Yes ☐ No ☐ Unknown ☐
Animals requiring restraint before attendance?	Yes ☐ No ☐
Occupants/visitors who may pose a worker-safety risk?	Yes ☐ No ☐
Sharps, drugs, hazardous materials or unsafe site conditions?	Yes ☐ No ☐ Unknown ☐
Can workers safely park, enter and leave?	Yes ☐ No ☐ Unsure ☐

Explain any safety concern:

5. OTHER ASSISTANCE / FUNDING

Organisation	Assistance requested/received	Reference / outcome
Police		
Housing provider / landlord		
Insurer		
Victim support / community service		
Other charity / agency		

6. ASSISTANCE REQUESTED

Security assessment ☐ CCTV ☐ Alarm ☐ Locks/door security ☐ Access control ☐
Intercom ☐ Lighting ☐ Repairs ☐ Monitoring ☐ Other ☐ _____

Describe what assistance you are requesting and the most urgent concern:

7. SUPPORTING DOCUMENTS

Australian citizenship evidence ☐ Police references ☐ Photos ☐ Insurance correspondence ☐
Landlord/property approval ☐ Support agency correspondence ☐ Quotes/repair information ☐ Other ☐

8. CONSENT TO RELEVANT VERIFICATION

I consent to Shield and Rebuild making reasonable enquiries with organisations I nominate where necessary to assess eligibility, verify relevant information, obtain property authority, avoid duplicate assistance or manage safety.

Organisation/person	Contact details	Consent
Police / investigating unit:		Yes ☐ No ☐
Landlord / property manager:		Yes ☐ No ☐

Organisation/person	Contact details	Consent
Insurer:		Yes [] No []
Referring/support organisation:		Yes [] No []

9. APPLICANT DECLARATION

I declare that, to the best of my knowledge, the information supplied in this application is true, complete and accurate. I specifically confirm that I have answered the questions concerning **Australian citizenship, criminal history, parole, probation/community corrections and government/public housing** truthfully. I understand these are mandatory eligibility matters under Shield and Rebuild's current program policy. I understand that false or misleading information, failure to disclose relevant information, or inability to verify eligibility may result in my application being declined or proposed assistance being withdrawn. I understand that submitting an application does not guarantee assistance.

Applicant full legal name:	Date:
Applicant signature:	
Witness name (recommended):	Witness contact:
Witness signature:	Date:

This is an organisational applicant declaration and is not presented as a statutory declaration.

OFFICE USE ONLY - CONFIDENTIAL

Eligibility & Safety Assessment

MANDATORY ELIGIBILITY GATE

Requirement	Result
Australian citizenship verified	Yes ☐ No ☐
No criminal record disclosed/identified	Yes ☐ No ☐
Not currently on parole	Yes ☐ No ☐
Not on probation/community corrections	Yes ☐ No ☐
Not residing in government/public housing	Yes ☐ No ☐
PASSES CURRENT ELIGIBILITY POLICY	Yes ☐ No ☐

Do not arrange property attendance unless mandatory eligibility requirements have been cleared or an authorised policy exception applies.

VERIFICATION

Item	Status	Notes
Citizenship evidence	Verified ☐ Sighted ☐ Pending ☐	
Police references	Verified ☐ Sighted ☐ Pending ☐	
Property ownership/tenancy	Verified ☐ Pending ☐	
Property modification authority	Confirmed ☐ Pending ☐ N/A ☐	
Insurance / responsible party	Checked ☐ Pending ☐ N/A ☐	
Duplicate funding / assistance	Checked ☐ Pending ☐ N/A ☐	

WORKER / SITE SAFETY

Risk	Low	Med	High	Controls / notes
Violence/person of concern	☐	☐	☐	

Risk	Low	Med	High	Controls / notes
Recent threats/stalking	☐	☐	☐	
Weapons/aggression	☐	☐	☐	
Animals	☐	☐	☐	
Hazardous environment	☐	☐	☐	
Safe access/exit	☐	☐	☐	

DECISION & AUTHORISATION

Decision:	Approve ☐ Conditional ☐ More information ☐ Decline ☐ Refer elsewhere ☐
Assessment summary / reason:	
Approved work / scope:	
Conditions / exclusions:	
Approver:	Signature / date:
Final authorisation to attend:	Name: _____ Date: _____

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