

## **PROGRAM POLICY: REFERRAL TO SUPPORT AGENCIES**

Policy number	PPOL001	Version	V1.1
Drafted by	Program Director	Approved by Board on	22 February 2017
Responsible person	Program Director	Scheduled review date	22 February 2022

### **1. PURPOSE**

1.1. The purpose of this policy is to:

- a. ensure that tenants with identified support needs have access to appropriate support agencies, as and when required
- b. ensure that the support agency referral process strives to sustain tenancies and minimise evictions.

### **2. POLICY CONTEXT**

The Performance Standards for Registered Housing Agencies require registered agencies to have in place adequate arrangements to ensure tenants with support needs receive appropriate support, if relevant and where available, to sustain their tenancies. The standards also require registered agencies to deal appropriately with client advocates.

### **3. POLICY STATEMENT AND PRINCIPLES**

#### **3.1 STATEMENT**

- a. CEHL and member co-ops will strive to sustain the tenancies of all tenants by facilitating their access to support agencies, as and when required.

#### **3.2 PRINCIPLES**

- a. Member co-ops will notify CEHL when they are aware that a tenancy or co-op obligations are not being met and the tenant may require referral to a support agency.
- b. CEHL will endeavour to facilitate access to relevant support agencies for tenants who require it.
- c. CEHL and / or member co-ops will advise tenants of services and support that may assist them in sustaining their tenancies.
- d. CEHL will undertake tenant referrals without the tenant's consent on behalf of member co-ops when CEHL reasonably believes there is a serious and imminent threat to the tenant's health, safety or welfare.
- e. CEHL and member co-ops will work in collaboration with support agencies that are supporting a tenant to sustain a tenancy.

## 4. SCOPE

4.1 This is Program Policy. It applies to all residential tenancies managed by CEHL or its member co-ops.

## 5. DEFINITIONS

5.1 For all definitions relating to this policy, please refer to the Program Glossary.

## 6. LEGAL REQUIREMENTS

6.1 This policy adheres to and incorporates guidance from:

- a. [Performance Standards for Registered Housing Agencies: section 1 Tenant and Housing Services.](#)
- b. [Victorian Charter of Human Rights and Responsibilities 2006.](#)
- c. [Privacy and Data Protection Act 2014.](#)

## 7. PROGRAM REQUIREMENTS

7.1 This policy is consistent with:

- a. International Co-op Principles:  
Open and Voluntary Membership  
Concern for Community.
- b. Program Principles:  
Security  
Member Support & Development  
Changing Needs.

## 8. RELATED PROGRAM POLICIES

8.1 This policy should be considered in conjunction with:

- a. Rent Arrears Program Policy.
- b. Terminating a Tenancy (Landlord Initiated) Program Policy.
- c. CEHL Privacy Policy.

## 9. AUTHORISATION

Approved by	CEHL Board	Date of approval	22 / 02 / 2017
Position	CEHL Chair	Karren Walker	
Position	Manager	Nicola Foxworthy	

