

# REFERRAL TO SUPPORT AGENCIES PROCEDURE

Policy number PPOL001P Version v1.0

Drafted by Program Approved by Board 26 September 2019

Development

Coordinator

Responsible Person Program Scheduled Review 26 September 2021

Development Date

Manager

### 1. RESPONSIBILITIES

1.1 CEHL and co-ops are responsible for following these procedures.

## 2. PROCEDURES

- 2.1 CEHL will facilitate access to an external referral service provider and make this information available to co-ops at the commencement of the service and at any time this service changes.
- 2.2 At the start of each tenancy CEHL and co-ops will provide tenants and members with written information about referral to support agencies.
- 2.3 Co-ops will provide information and contact details for the external referral service provider when they become aware that a tenancy or membership is at risk and should provide the same information to tenants when they believe it may be useful.
- 2.4 Co-ops will notify CEHL when they are taking action that may result in the ending of a tenancy and / or co-op membership, by forwarding copies of all relevant documentation to their Co-op Development Coordinator (where relevant), these actions include:
  - a. the issuing of a notice to vacate
  - b. when issuing a breach of duty notice
  - c. applying for a VCAT hearing
  - d. when a VCAT order is received
  - e. when issuing a notice of intention to end a membership
  - f. when a warrant of possession is purchased
- 2.5 CEHL will facilitate access to the external referral service provider for the affected program participant by:
  - a. providing written information about the referral service, as well as their contact details, to assist the Program Participant in sustaining their tenancies and meeting co-op obligations and / or
  - b. seeking consent to provide the referral service with information about the tenant's situation and their contact details, through the provision of a consent form.

CEHL Procedure: Referral to Support Agencies Page 1 of 2

- 2.6 If CEHL becomes aware that there is an imminent threat to the tenant's health, safety or welfare CEHL will make a referral to the referral service unless the tenant explicitly requests that CEHL do not carry out the referral.
- 2.7 The tenant will be contacted before the referral is made as of 2.6, and if the tenant wishes to stop the referral the tenant must inform CEHL within a specified period of time.
- 2.8 The referral will include:
  - a. the tenant's contact information
  - b. relevant information on the threats to the tenant's health, safety and / or welfare.
- 2.9 Once the referral has been made CEHL will inform the tenant that a referral has been made with a copy of the correspondence.

#### 3. RELATED DOCUMENT

- 3.1. Performance Standards for Registered Housing Agencies.
- 3.2. Residential Tenancies Act 1997.
- 3.3. Ending a Tenancy (Tenant Initiated) Program Policy.
- 3.4. Death of Tenant Program Policy.
- 3.5. Co-ops Developing Active Membership Requirements and Policy Program Policy.
- 3.6. Breach of Duty Program Policy.
- 3.7. Rent Arrears Program Policy.
- 3.8. Program Response to a Co-op Member's Loss of Membership Program Policy.
- 3.9. Ending a Membership Best Practice Guide (to be developed).
- 3.10. Co-operatives National Law Act

# 4. Managing Director Authorisation

Approved by	Stephen Nash	Date of approval	26 / 09 / 2018
Position	Managing Director		

CEHL Procedure: Referral to Support Agencies