

# REFERRAL SERVICE

## Need support to keep your housing or co-op membership?



CEHL have partnered with *Launch Housing* to offer all co-op members and CEHL tenants a referral service that can link people to support services.

A referral worker from [Launch Housing](#) is now working with CEHL to provide members and tenants with referral to support services. The support services available can assist in many aspects of daily life including financial counselling, health or disability services, family relationships, etc.

You do not need to be facing a housing crisis to access this service.

### Confidentiality & Consent

Any contact you make directly with the Referral Service is confidential and information will not be shared between Launch Housing and CEHL, or your co-operative without your consent.

### Program policy referral to a support agency

This service is provided in accordance with the [CEHL Program Policy Referral to a Support Agency](#).

CEHL and member co-ops strive to sustain tenancies and minimise evictions by ensuring that tenants and members can access appropriate support agencies.

- Where CEHL is aware of a risk to your tenancy or membership, your consent will be sought to exchange information between CEHL & Launch Housing so that you can be referred to services that may help you to maintain your security in our Program
- Your consent **may not** be required where there is an immediate risk to your health, safety or welfare in accordance with Privacy law.

### About Launch Housing

Launch Housing is an independent community agency that provides specialist housing and support services to thousands of people in metropolitan Melbourne.

#### WHO CAN ACCESS THE SERVICE

- ✓ All co-op members
- ✓ CEHL tenants

#### CONTACT DETAILS

Phone: 0400 409 655

Email:

[CEHLReferrals@launchhousing.org.au](mailto:CEHLReferrals@launchhousing.org.au)