

REFERRAL TO SUPPORT AGENCIES PROCEDURE

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Drafted by	Program Development Coordinator	Approved by Board on	26 September 2019
Responsible Person	Program Development Manager	Scheduled Review Date	26 September 2021

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.

