**EMERGENCY RESPONSE TO BEHAVIOURS OF CONCERN (BOC) FOR CHPS**

**Behaviour types:** verbal abuse / threats, self-harm, property damage, harm to others, substance misuse, mental health

**Is the tenant at risk?**

- **YES**
  - What is the immediate danger?
  - Who is at risk?
  - Is the risk to physical or mental wellbeing?
    - **PHYSICAL**
      - Contact emergency services police, ambulance or fire
    - **MENTAL**
      - Refer to mental health Acute Care Team for assessment. Contact ambulance & / or police if emergency assistance is required
  - Contact emergency services police, ambulance or fire
  - Provide critical incident debriefing support to housing worker
  - Review tenancy in accordance with residential tenancy legislation
  - Housing worker to undertake ongoing liaison with mental health team
  - Where continued tenancy is not in dispute, develop an integrated response plan between the CHP, support provider & specialist services

- **NO**
  - Refer to High Risk Tenancy flowchart

**Is the risk physical?**

- **If in imminent danger contact emergency services IMMEDIATELY**
  - If not in imminent danger & it is safe to do so, advise tenant of concerns & your need to make a notification to child protection services
  - Complete mandatory reporter guide
  - Monitor for potential risk

**Is the tenant at risk?**

- **YES**
  - What is the immediate danger?
  - Who is at risk?
  - Is the risk to physical or mental wellbeing?
    - **PHYSICAL**
      - Contact emergency services police, ambulance or fire
    - **MENTAL**
      - Refer to mental health Acute Care Team for assessment. Contact ambulance & / or police if emergency assistance is required
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- **NO**
  - Refer to High Risk Tenancy flowchart