**Identification of tenant with complex needs experiencing tenancy difficulties**

**Tenancy worker strives to engage with tenant to explore issues & develop a tenancy response plan**

**Tenant engages with Tenancy worker & consents to a referral to a support service**

**Tenancy worker initiates a referral to a support service & participates with the tenant and support service to review & modify a tenancy response plan**

**Utilise trauma informed care approaches and:**
- Communicate via letter & verbally with tenant, offering support options & advising of perilous nature of tenancy if tenant does not address tenancy issues
- Ensure the CHP addresses all avenues it needs to so that it complies with residential tenancy law
- Assess tenant capacity to make informed decisions (does your experience suggest a mental health or brain injury issue impacting ability to make informed decisions?)
- Advise tenant about tenant advocacy services available to them & offer to initiate a referral to support the tenant in their dealings with the CHP

**Tenant struggles to engage with Tenancy worker & refuses to consent to a referral to a support service or accepts referral but doesn’t engage with support service**

**Tenancy worker seeks advice from senior staff member / Tenancy Manager to guide next steps**

**Discussion initiated with support services, seeking guidance on possible actions given the tenant has refused consent for referral to support or isn’t engaging with support (confidentiality considerations to be made)**

**Explore possible family or community connections who might be able to assist with tenant engagement i.e. next of kin (confidentiality considerations to be made)**

**Tenancy Manager seeks a meeting with support service managers to:**
- Continues trying to engage with tenant
- Monitors impact of tenant behaviour on neighbours
- Continues seeking guidance from support services

**Tenancy worker considers whether tenancy can be sustained & explores other housing options with tenant including:**
- Residing with family / friends
- Transitional housing
- Supported accommodation

**Crisis point reached**
- Tenant mentally unwell – seek mental health assessment
- Neighbours distressed & anxious & or safety concerns for tenant – potential police involvement

**TENANCY WORKER**
- Continues trying to engage with tenant
- Monitors impact of tenant behaviour on neighbours
- Continues seeking guidance from support services

**PATHWAY TO GUIDE PRACTICE WHEN A TENANT WITH COMPLEX NEEDS REFUSES TO ENGAGE WITH SUPPORT SERVICES**

**PAGE:** 45