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

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

CRISIS POINT REACHED

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

Tenancy worker considers whether tenancy can be sustained & explores other housing options with tenant including:

- Residing with family / friends
- Transitional housing
- Supported accommodation

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 WORKER

- continues trying to engage with tenant
- monitors impact of tenant behaviour on neighbours
- continues seeking guidance from support services

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