

WELFARE CHECK TENANCY POLICY

Keeping staff and clients safe.

1. Why we need this policy

This policy outlines criteria for Launch Housing Tenancy staff to conduct welfare checks when concerns have been raised about the welfare of a renter, including:

- When access is required to a renter's room/unit/house, for the purpose of checking on them.
- The appropriate initial procedures if a renter is found deceased.

2. Who this policy applies to

This policy applies to:

- The Launch Housing Tenancy Teams, including long term housing, transitional housing (THM) and head lease property management teams.
- Launch Housing tenancy staff, contractors and any parties requesting or requiring Launch Housing tenancy to provide access to tenanted properties for the purposes of a welfare check, such as Police or Support Workers.

3. What this policy includes

3.1 Policy Principles

3.1.1 The following principles are applied when enacting a welfare check:

- Welfare checks are only initiated on reasonable concerns for the welfare of a renter, where other methods to verify the welfare of a renter have been unsuccessful.
- When welfare checks are conducted, care must be taken to avoid any damage or disturb the renter's belongings.
- Anyone conducting welfare checks must not remain on the property for longer than required.
- All welfare checks will be documented in the tenancy database.

3.1.2 Application

- Concerns may be raised about the welfare of a renter by a neighbour, friend, family member, support worker or the Police. The process followed will depend on who has initiated the welfare check (Police or other) and what evidence there is that the renter is at risk.
- Tenancy Coordinator must approve all welfare checks.
- There must always be a minimum of two Workers present at all welfare checks.
- Tenancy Coordinator must be provided all relevant details, an update once the visit has been completed and notified of any concerns/risks.

Requests from Police

- If Police request access for the purposes of a welfare check they can either collect the property keys from a Launch Housing office or a Tenancy and Property Worker (TPW) will meet the Officer at the property and provide them with a key or fob to access the room/unit/house.
- The TPW must not enter a room/unit/house during the welfare check. Launch Housing staff should not respond to a Police request to identify the person if there is a deceased person inside.
- It is the responsibility of the Police to contact the renter's next-of-kin in the event to undertake identification. Launch Housing tenancy staff are authorised to provide next-of-kin details to the Police.

Request from other party

- If concerns about the welfare of a renter are made directly to Launch Housing tenancy by someone other than the Police, staff will respond appropriately according to the information provided. In all cases the TPW will attempt to

contact the renter by phone or via a next of kin or support worker before visiting, accessing, or providing access to the renter's room/unit/house.

- If there are clear indicators that the person may be deceased or injured, the TPW will encourage the person making the report to contact emergency services immediately. If they are unwilling to do this, Launch Housing will contact Police to request that they undertake a welfare check. Launch Housing will either meet Police at the property and provide a property key/fob; or Police will collect the key/fob from the Launch Housing office.
- Where the concerns are not serious and it is suspected that the renter has abandoned the property, it may be more appropriate that the TPW conduct a home visit. This visit should be done in pairs. Launch Housing will refer to the 'Ending of Tenancy' policy.
- The TPW will ensure that all parties accessing a rented room/unit/house do so in a manner that is, as far as possible, respectful of the renter and their possessions and privacy.
- As welfare checks involve a considerable invasion of a client's privacy, they should only be carried out as a last resort and when all other avenues of reasonable inquiry have been exhausted and approval from a relevant Coordinator.

4. What happens if we fail to comply with this policy

Compliance with the policy is necessary to ensure the safety for Launch Housing Tenancy Staff and Launch Housing renters.

Non-compliance can lead to compliance compromise and safety risks to staff and renters.

5. Who is responsible for this policy

Role	Responsibilities
CEO & Executive	<ul style="list-style-type: none"> • Ensure the policy is updated as per the regular policy review cycle or if there are changes to the compliance environment.
General Manager Keeping Housing	<ul style="list-style-type: none"> • Ensure the policy is updated as per the regular policy review cycle or if there are changes to the compliance environment.
Tenancy Group Manager/Coordinator	<ul style="list-style-type: none"> • Implement this policy and monitor staff adherence to the policy.
All Tenancy Staff	<ul style="list-style-type: none"> • Responsible for the application of, and adherence to, this policy.

APPENDIX: ADMINISTRATION

6. Definitions

Term	Definition
Long Term Housing	Launch Housing owned and General Lease properties
Transitional Housing	Interim housing between long term, permanent, affordable housing.

7. Supporting documents

Document name	Description	Type
Ending Tenancies	Outlines Launch Housing's approach to ending tenancies.	Procedure
General Worker Safety Guide	Outlines Launch Housing's approach to Worker Safety.	Procedure
LH Inspections	Outlines Launch Housing's approach to property inspections	Procedure

8. Amendments to this Policy

This policy may be amended, terminated or replaced at Launch Housing's discretion. This policy will be reviewed and updated as required, on a periodic basis.

In the event any related State or Commonwealth legislation changes, the legislation/directions will prevail to the extent of any inconsistency with this policy.

Amendments			
Date first approved:	03/01/2023	Date of effect:	03/01/2023
Date last amended:	03/01/2023	Date of next review:	03/01/2025
Owner:	Group Manager	Approver:	General Manager
Portfolio:	Keeping Housing		

9. Version Control

Version	Effective Date	Approved By	Amendment
V1.0	03/01/2023	General Manager Keeping Housing	First Version