
Policy context: This policy relates to the *Residential Tenancies Act 2010* and the *Privacy Act 1988*

POLICY STATEMENT

I. Purpose

The purpose of this policy is to create a standardized method of performing welfare checks.

I. Definitions

- N/a

II. Coverage

This policy applies to all households that are party to a Residential Tenancy Agreement with SCH.

III. Principles

When a Housing Officer is notified that a tenant (or household member) is uncontactable and there are concerns for the person's welfare, well-being or safety, a welfare check can be arranged.

Welfare checks will be conducted in a manner that respects to each tenant's right to quiet enjoyment of their home and the protection of their personal privacy.

I. Responsibilities

Housing Officers are responsible for identifying the need for a welfare check and conducting welfare checks.

Senior Housing Officers are responsible for approving welfare checks.

PROCEDURES

1. Assessing the need for a Welfare Check

Concerns may be identified during a routine inspection, at which point the Housing Officer may knock and call out. If there is no response after these actions, the Housing Officer is to contact the relevant Senior Housing Officer, who will decide whether it is appropriate to conduct a Welfare Check.

If an external party raises concerns by phone, the Housing Officer should assess the level of risk for the individual tenant, based on vulnerability factors such as the tenant's health status, prior history and level of social engagement.

If it is considered that there is a risk to the tenant's welfare, wellbeing or safety, the Housing Officer will ask the Senior Housing Officer for approval to conduct a welfare check.

The Housing Officer must also verify that the tenant is not part of a group home or boarding house arrangement before requesting a welfare check.

2. Conducting a Welfare Check

The Housing Officer will arrange to contact the tenant by:

- Calling and sending an SMS using direct number(s) available,
- Contacting the Next of Kin, and
- Contacting any available other supports or neighbours.

If the above is completed without success, the Housing Officer will contact Police to make arrangements to attend the property.

The Housing Officer will collect keys if these are available, meet police at property at an arranged time and provide the keys to police.

Upon the advice of police, a locksmith may be called if the situation is considered urgent.

Police officers will report back their findings and the Welfare Check must be documented in Greentree, including a police report number if applicable.

DOCUMENTATION

Documents related to this policy	
Related policies	Privacy
Other related documents	