

Policy name	Working with Emergency Services
Policy date	February 2026
Authorisation	Executive Housing & Property
Policy owner	Executive General Manager, Housing Operations
Policy type	Mission Australia Housing Operational Policy
Policy setting	

1 Purpose

1.1 Overview

- 1.1.1 This policy outlines the approach taken by Mission Australia Housing (MAH) when it comes into contact with emergency services.

1.2 Coverage

- 1.2.1 This document is a national policy and covers Mission Australia Housing (MAH), and its entities. All references to Mission Australia Housing, MAH and Housing means MAH and its entities unless specifically stated otherwise.
- 1.2.2 This policy applies to all forms of housing provided by MAH including social, affordable, and transitional housing.
- 1.2.3 This policy applies to housing provided by MAH in the jurisdictions of New South Wales (NSW), Tasmania (TAS), Victoria (VIC), Queensland (QLD), Western Australia (WA) and the Northern Territory (NT). Where jurisdiction-based variations exist in policies and procedures, these will be identified in the document.

1.3 Information on procedures and other related policies

- 1.3.1 This policy focuses on why certain things need to be done. It is supported by procedures that provide more detail on what to do and the steps involved when working with the emergency services.

- 1.3.2 This policy is one of several interlinked policies that support MAH's delivery of housing services. To assist you, these are identified where relevant in this policy and the supporting procedures.

2 Scope

2.1 Parts of Mission Australia that this policy covers

- 2.1.1 This policy applies to MAH staff responsible for working with MAH clients, tenants and properties.

2.2 Definitions

- 2.2.1 Key terms used in this policy are defined in the following table.

Term	Definition
Emergency Services	Police, Ambulance, Fire brigade and acute Mental Health Teams.
Tenant	Under state-based residential tenancy and rooming accommodation legislation, a tenant is a person who has entered explicitly into a lease agreement. The term is used more broadly in this policy to refer to tenants and residents under rooming accommodation agreements, unless explicitly distinguished.

3 Policy

3.1 Guiding principles

- 3.1.1 MAH supports the objectives of emergency services and works with them where appropriate.
- 3.1.2 MAH seeks to establish good working relationships with the Police and other emergency services.
- 3.1.3 MAH upholds the privacy of clients as per the **MA Enterprise Privacy Policy** and **Office Management and Confidentiality Policy**.
- 3.1.4 MAH must ensure safe environments for tenants, staff, stakeholders and the wider community.
- 3.1.5 MAH upholds accountability and transparency through its record-keeping practices.
- 3.1.6 MAH fully complies with the jurisdictional requirements of operating states.

3.2 Record Keeping

- 3.2.1 Staff will ensure that any tenant consent forms are signed and stored in the appropriate system.

3.3 Privacy

- 3.3.1 MAH abides by the National Privacy Principles, see **MA Enterprise Privacy Policy**.
- 3.3.2 MAH will only collect personal and sensitive information that is necessary for the organisation to carry out its duties.
- 3.3.3 MAH will not release personal contact details to un-related organisations, nor will we use personal information for direct marketing purposes.
- 3.3.4 MAH will disclose information when it reasonably believes that the use or disclosure is necessary to lessen or prevent (i) a serious and imminent threat to an individual's life, health or safety; or (ii) a serious threat to public health or public safety, as guided by the National Privacy principles.

3.4 Sharing information with the Emergency Services

- 3.4.1 Emergency Services must make a request for information from MAH in writing, and this can be via email. Information can only be provided once permission has been sought from the State Manager, or their delegates.
- 3.4.2 In cases of an emergency, the State Manager may accept verbal requests for sharing information.
- 3.4.3 If CCTV footage is requested also refer to the **CCTV Policy**.

3.5 Requesting information from the Police

- 3.5.1 MAH will generally only request information from Police to prepare evidence for an application to the tribunal or court.
- 3.5.2 To request information from the Police, Housing Staff will complete the forms appropriate to their jurisdiction. Information about state-based processes can be obtained from the State Police service.
- 3.5.3 The State Manager must approve all requests for information.
- 3.5.4 Information received from the Police will only be shared with staff who have direct involvement in the matter and have signed any individual state-based requirements.
- 3.5.5 Information received from the Police will be kept securely in hard copy in a locked filing cabinet or electronically and locked with a password.

3.6 Welfare Checks

- 3.6.1 Under no circumstances should a member of MAH staff enter a property if they suspect the tenant or other occupant is deceased.
- 3.6.2 MAH will contact the Emergency Services if they are concerned about a tenant's well-being or if there is a suspected death, see **Managing Tenant Deaths Policy** for more information.
- 3.6.3 Police will carry out a welfare check if we can confirm one or more of the following:

- Someone who regularly checks in has not recently done so and there is no response following a visit/contacts made;
- Neighbours have not seen the tenant for some time;
- Family, friends, or support workers have contacted MAH concerned about the welfare of the tenant and/or have been unable to contact the tenant and MAH has been unable to contact them;
- MAH staff have received a message or call that indicates an individual may be suicidal;
- MAH staff has reason to believe there is a threat to public health or safety; or
- MAH has reason to believe that someone is in imminent danger.

4 Responsibilities

4.1 Staff including Housing Officers, Asset Officers and Client Service Officers, are responsible for:

- Working with emergency services in line with this policy.
- Keeping records associated with a tenancy in the tenancy management system and, where required, in original hardcopy tenant files and Riskware.
- Recommending improvements to this policy and associated procedures.

4.2 Team Leaders/Regional Manager are responsible for:

- Ensuring good management of evidence in the tenancy management system and where required in the relevant state-based system.
- Making requests for information to Police via relevant jurisdictional procedures, for sign off by the National Managers.
- Incorporating this policy and associated procedures into staff induction and training.
- Ensuring staff are aware of and have access to this policy and associated procedures.
- Escalating feedback about this policy to the policy owner and/or policy writer.

4.3 The Operations and State Manager is responsible for:

- Assessing/approving requests for information from state Police services
- Ensuring that MAH complies with this policy and associated procedures.
- Recommending any changes to this policy and associated procedures.