

Domestic and Family Violence Policy (QLD)

1. Purpose

To define how HOME in PLACE (Queensland) Limited (HOME in PLACE QLD) will respond to and support tenants or applicants experiencing domestic and family violence.

2. Scope

This policy applies to all HOME in PLACE QLD tenants, household members and applicants for housing assistance. This policy applies to HOME in PLACE entities. References to HOME in PLACE in this policy refer to all HOME in PLACE companies unless specified otherwise.

The policy applies to all workers, directors and members of HOME in PLACE decision-making committees and advisory bodies. The policy applies to third parties engaged to carry out activities on behalf of HOME in PLACE if stipulated by agreements.

3. Policy Statement

HOME in PLACE QLD recognises that domestic and family violence has serious and harmful impacts on tenant, applicants and their families. HOME in PLACE QLD is committed to reducing the impact of domestic and family violence through the provision of safe and affordable housing and housing assistance to applicants.

Domestic and family violence affects many people regardless of social background, disability, age, gender, religion, sexuality or ethnicity. HOME in PLACE QLD recognises that domestic and family violence affects both females and males, those in lesbian, gay, bisexual, transgender, queer and intersex relationships.

Living with domestic and family violence has a profound impact on survivors, children and young people. HOME in PLACE QLD acknowledges that domestic and family violence is a whole of community issue that requires a whole of system response.

In determining HOME in PLACE QLD response, HOME in PLACE QLD will take appropriate action that balances the wishes of the victim with the safety and wellbeing of other household member(s) and the rights of the landlord to protect the property. HOME in PLACE QLD will comply with the provisions of the Residential Tenancies and Rooming Accommodation Act 2008 (QLD).

In circumstances where HOME in PLACE QLD determines that children or young people are at risk, a mandatory report will be made in accordance with the Child Protection Act 1999 (QLD).

HOME in PLACE QLD is committed to building staff skills, capacity and practice to identify indicators of domestic and family violence and to work with those affected to manage their housing and support needs.

Guiding Principles

- Domestic & family violence is illegal and unacceptable;
- The safety of the victim and children is our primary concern;
- All reports of domestic & family violence will be treated seriously;
- HOME in PLACE QLD recognises the right of the victim to stay in their home; and
- HOME in PLACE QLD' response will depend on the circumstances.

Responding to Domestic & Family Violence

When responding to clients affected by domestic and family violence, HOME in PLACE QLD will:

- Respect the client's right to privacy and confidentiality and make lawful decisions about disclosure of personal and/or sensitive information;
- Consider the safety and wellbeing of the client and any children and young people (who may be part of the household) when assessing requests for assistance;
- Provide reliable and complete information to the tenant, co-tenant and any household members about their options and entitlements;
- Make appropriate referrals to services and support agencies; and
- Ask the victim to provide us with documentation to support their request for assistance. The type of evidence we ask for will depend on the situation but may include police reports.

Changes in the Tenancy due to Domestic & Family Violence

Tenant(s) and/or household member(s) experiencing domestic and family violence:

- Can leave immediately (after giving 7 days' notice) but must pay rent until the end of the 7 day notice period;
- The type of notice is "notice ending tenancy interest (domestic and family violence)" (Form 20)
- Will not be liable for property damage caused by domestic and family violence;
- Can change the locks to the property without requiring the landlord's consent to ensure their safety;
- Must provide documentation to support their claim, such as a protection order or domestic and family violence report) HOME in PLACE QLD will not disclose this information (except where permitted);
- Can request the refund of any bond contribution they made by completing a 'bond refund for persons experiencing domestic and family violence (Form 4a); and
- If there are other tenants on the same agreement, the agreement will continue on the same terms.

Privacy and Confidentiality

HOME in PLACE QLD respects a person's right to privacy and will follow the law when we handle personal and/or sensitive information. However, where HOME in PLACE QLD believes there is a serious threat to life,

health or safety and, where it is unreasonable or impractical to obtain the individual's consent to a disclose, HOME in PLACE QLD may share information to reduce or prevent the threat, as permitted by privacy laws.

Review of Decisions

If a tenant is dissatisfied with a decision or service provided by HOME in PLACE QLD, they should first talk to a Tenancy Relations Officer. If they are still dissatisfied, they may seek a review of the decision or service or for disputes relating to access.

4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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