

HOMESWEST HOUSING — ANTISOCIAL BEHAVIOUR

3021. Hon Lynn MacLaren to the minister representing the Minister for Housing
- (1) By regional Homeswest area, how many complaints regarding anti-social, disruptive behaviour were received by month for the last 12 months?
 - (2) What dollar value per regional area is spent on investigating, following-up and taking action on anti-social and disruptive behaviours?
 - (3) By regional Homeswest area, what percentage of Homeswest properties are the subject of these complaints?
 - (4) What percentage of complaints are substantiated?
 - (5) What evidence is required for Homeswest to substantiate a complaint?
 - (6) What percentage of these complaints are resolved by Homeswest to the satisfaction of local communities and other tenants?
 - (7) Which Homeswest policy delineates duty of care for children, families, and individuals living on these estates?
 - (8) Where children are involved in drug violence and/or anti-social behaviour issues, what policy standards ensure child protection?

Hon SIMON O'BRIEN replied:

The Department of Housing advises:

- (1) The Department does not record this information in aggregate form.
- (2) This information is not available. The management of the disruptive behaviour management strategy forms a part of the Department's tenancy management and is incorporated into all regional budgets.
- (3)-(4) This information is not available.
- (5) The Department may, during the course of an investigation into a complaint of alleged disruptive behaviour, obtain evidence from a number of sources to substantiate a complaint.

In the interests of procedural fairness and natural justice the tenant is given the opportunity to respond to the allegation verbally or in writing. If the tenant accepts responsibility for the incident, it is considered to be substantiated.

If the tenant denies the alleged incident or offers a different perspective, the viewpoint of an independent witness or witnesses to the incident may be sought. Those witnesses may include neighbours (not the complainant) and / or the police if they were involved.

If additional views are sought they must be obtained only to the extent they relate to the incident alleged.

- (6) This information is not available.
- (7) The Department understands it has a duty of care to all clients and others who may be affected by its decisions, act of omission or negligence.

The Department recognises that the Department for Child Protection has the primary responsibility for the provision of protection for, and care of, children and young people, and support for at risk individuals and families in crisis. Protocols for the exchange of information and the referral of children and families at risk exist between the Departments.

The Department's Privacy, Confidentiality and Duty of Care Policy provides practice guidelines for staff in this area.

- (8) Whilst the Department for Child Protection has the primary responsibility for the provision of protection and care for children, the Department of Housing understands keeping children safe is the responsibility of all. The Department recognises that the needs of children should be a guiding factor in decision making and will share relevant information with other government agencies in accordance with legislation.

The Children and Community Services Act 2004 provides for the exchange of relevant information relating to the wellbeing of a child or group of children between the Department for Child Protection

and interested parties including the Department of Housing. The "best interests of the child" is the paramount principle for information sharing practices.

Information can be shared where there is a legitimate purpose to do so. Legitimate purposes for sharing information include discussing concerns about the wellbeing of a child, group of children or a family the Department of Housing is working with.

In addition, a protocol exists whereby the Department of Housing will refer (with consent) all tenancies at risk of eviction where a child under the age of sixteen is part of the household to Department for Child Protection for collaborative work.