

PUBLIC HOUSING — TENANT BEHAVIOUR

**163. MR N.W. MORTON to the Minister for Housing:**

Can the minister please update the house on the Liberal–National government’s disruptive behaviour management strategy?

**Mr W.R. MARMION replied:**

I thank the member for Forrestfield for a very important question.

As members know, I frequently get letters from them raising concerns about disruptive behaviour in their electorates. It is a very important issue. In 2011 the government strengthened and streamlined the disruptive behaviour management strategy. Under the improved policy, sanctions against tenants are now applied based on the severity and frequency of proven disturbances. These include dangerous behaviour, such as assault, arson and the manufacture of drugs, for which strikes are not issued but immediate action is taken to terminate the tenancy. For serious behaviour, such as aggressive or threatening acts or vandalism of a neighbour’s property, the tenant will get a first and final warning for the first incident —

**Mrs M.H. Roberts** interjected.

**The SPEAKER:** Member for Midland!

**Mr W.R. MARMION:** — and a subsequent incident of a similar nature within 12 months will result in legal proceedings.

**Mrs M.H. Roberts** interjected.

**The SPEAKER:** Member for Midland!

**Mr W.R. MARMION:** The third category is minor disturbance or behaviour. This includes acts of nuisance, such as noise or a property condition that upsets the neighbours.

**Mrs M.H. Roberts** interjected.

**Mr W.R. MARMION:** These issues have to be proven.

**Mrs M.H. Roberts** interjected.

**The SPEAKER:** Right, please, minister. Member for Midland, I call you to order for the second time! Right. Now, continue please.

**Mr W.R. MARMION:** In the minor behaviour category, legal action will be taken for a tenant with three proven strikes in a 12-month period. It is important that members know that the disturbances have to be proven. We also improved the management by establishing a disruptive behaviour reporting hotline and a disruptive behaviour management unit. The figures to date, from May 2011 to the end of April 2013, indicate that 223 tenants are no longer in occupation due to maximum strike or dangerous behaviour occurrences and 26 212 complaints had been received and actioned. In April 2013 alone, 31 tenancies were referred to the unit, 140 strikes were issued, 1 372 complaints were received and 1 430 complaints were closed out. The disruptive behaviour management strategy is not simply about booting people out of houses. Where tenancy issues arise, tenants are given the opportunity to go through our supported assistance housing program to assist them in meeting their obligations.

There is also a StrongFamilies program, which is a Department for Child Protection and Family Support program that helps dysfunctional families. Importantly, when an eviction is imminent, the department engages with the Department for Child Protection and Family Support to arrange crisis accommodation for affected families.

*Tabling of Paper*

**Mrs M.H. ROBERTS:** Can I ask the minister to table the document he is reading from?

**Mr W.R. MARMION:** Certainly, Mr Speaker.

*Questions without Notice Resumed*

**The SPEAKER:** Right. Has the minister finished?

**Mr W.R. MARMION:** I will just conclude, Mr Speaker. The government recognises that disruptive behaviour impacts on members and we on this side of the chamber take it seriously. If tenants do not comply with our strategy, penalties will occur and I will take action against them.

**The SPEAKER:** Is the minister tabling two documents?

**Extract from *Hansard***

[ASSEMBLY — Tuesday, 21 May 2013]

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Mr Nathan Morton; Mr Bill Marmion; Mrs Michelle Roberts

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**Mr W.R. MARMION:** I can, Mr Speaker. They are my own notes.

[See paper 340.]