

PUBLIC HOUSING — DISRUPTIVE BEHAVIOUR COMPLAINTS

1849. Hon Steve Martin to the minister representing the Minister for Housing:

I refer to the State Government’s public housing program, and I ask:

- (a) How many disruptive behaviour complaints have been made for each of the following financial years:
- (i) 2017–18;
 - (ii) 2018–19;
 - (iii) 2019–20;
 - (iv) 2020–21;
 - (v) 2021–22;
 - (vi) 2022–23; and
 - (vii) 2023–24, to date; and
- (b) For each of the years listed in (a), how many “strikes” were issued, and against how many public housing residents?

Hon Jackie Jarvis replied:

The Department of Communities (Communities) investigates all disruptive behaviour complaints in accordance with its obligations under the *Residential Tenancies Act 1987* (RTA).

Communities works to investigate complaints received against public housing tenancies in a consistent and timely manner in line with the RTA. It is important to note that Communities is not a law enforcement agency and does not have the power to investigate suspected illegal activities. This should be reported to the WA Police Force.

Multiple complaints may be received for a single incident, and by the same complainant or they may be spurious complaints. The below data represents all complaints received by Communities.

Complaints need to be substantiated with corroborating evidence to prove an ongoing or unreasonable nuisance or disruption has occurred.

Eviction is a last resort for the Department of Communities. Communities works with tenants to ensure they are given every opportunity to rectify the issues impacting on their tenancy.

This includes making appropriate referrals to supports and programs such as Thrive, which provides support to public housing clients.

(a)

Public Housing Statewide Disruptive Behaviour Complaints Received	
Financial Year	Complaints Received
2017–18	12,018
2018–19	11,503
2019–20	12,246
2020–21	12,225
2021–22	12,123
2022–23	14,825
2023–24 FYTD	9,488

* Multiple complaints may be received for a single incident and by the same complainant or may be spurious complaints. The above data represents all complaints received by communities.

(b)

Public Housing Statewide Strikes Issued	
Financial Year	Strikes Issued
2017–18	1,308
2018–19	1,277

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Hon Steve Martin; Hon Jackie Jarvis

2019–20	1,314
2020–21	1,217
2021–22	862
2022–23	866
2023–24 FYTD	510

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