

- **Minor behaviour** – includes acts of nuisance such as excessive noise, property condition that impacts on neighbours. Three strikes within a 12-month period will lead to legal action.
- It is important to remember that complaints have to be proven before action is taken.
- There has been improved management:
 - Established a Disruptive Behaviour Reporting Line:
 - Established a Disruptive Behaviour Management Unit.

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- From May 2011 to end of April 2013:

- **223** tenants are no longer in occupation ^{due to} ~~that have had~~ maximum strikes or dangerous behaviour occur, and
- **26,212** complaints have been received and actioned. /

AND

- In April 2013 alone:

- **31** tenancies referred to Disruptive Behaviour Management Unit.
- **140** strikes were issued.

- 1,372 complaints received; and
- 1,430 complaints were closed.

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is not simply

- The Disruptive Behaviour Management Strategy isn't about booting people out of public housing.
- Where tenancy issues do arise, tenants are given the opportunity to engage with a variety of support services including the:
 - Supported Housing Assistance Program to assist in meeting tenancy obligations.
 - and ○ Strong Families Program: which is a Department for Child Protection and Family Support (DCPFS) program, which helps dysfunctional families.

IMPORTANT MR SPENCER,

- When eviction is imminent, the Department engages with the Department of Child Protection and Family Support to arrange crisis accommodation for any affected families.