

DATE OF REVIEW	AUTHORISED SIGNATURE
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TITLE **04.19 Housing Services Responding to Reports of Harassment (Racial and Sexual) Policy**

SCOPE RQ Property Portfolio & Tenants

POLICY RQ aims to ensure that all tenants have the right to live in a safe and peaceful environment, free from racial harassment. RQ values diversity and equity and takes any reports or complaints of racial harassment very seriously and will endeavour to deal with any complaints or reports of such in timely and firm manner.

PURPOSE To provide guidelines of how RQ responds to reports or complaints regarding racial harassment.

DEFINITION RQ - Roseberry Qld
 General Manager also refers to Acting General Manager
 Staff refers to all paid and unpaid workers
 RTA – Residential Tenancies Authority
 QCAT – Queensland Civil and Administrative Tribunal
 LTCH – Long Term Community Housing
 CMSU – Community Managed Studio Units
 EEH – Employment and Education Housing
 CAP – Crisis Accommodation Program

PROCEDURE **04.19.01 Racial and Sexual Harassment**

1. RQ will respond to reports / complaints of harassment of tenants, including racial or sexual harassment.
2. Investigating the report / complaint
 - a) The RQ Housing Officer shall inform the Manager of RQ Housing Services immediately the report/complaint is received.
 - b) The RQ Housing Officer will immediately notify the complainant that an investigation will be carried out.
 - c) The RQ Housing Officer or Manager of RQ Housing Services, within 2 days of receiving the complaint/report, will talk individually with:
 - the complainant – to describe the incident, present witnesses or other evidence and are encouraged to put the complaint in writing
 - the person accused of the harassment (where possible) – to gain their perspective of the incident and to reiterate that RQ will not tolerate any form of racial harassment

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- any witnesses to the event.
- d) The person who complained will never be asked to work out the problem directly with the accused person/s unless specific assistance is provided (mediators, counsellors etc) and they make a choice to do so.

04.19.02 Refer to relevant authorities

1. The RQ Housing Manager will discuss the complaint with the General Manager. RQ may then:
 - a) seek further advice, information and assistance to assist the complainant, or
 - b) refer the complainant to relevant and appropriate authorities to assist them with legal remedies/action to protect and support the victim/s, for example the police.
2. Referrals are made only with the written consent of the complainant / victim.
3. The organisation will support and assist the complainant / victim by providing information on their rights and how to access help.

04.19.03 Acting upon the complaint / report

1. The Housing Officer / General Manager will be guided by the outcomes of the referral to relevant authorities and act upon the complaint / report of harassment within reasonable timeframes by:
 - a) Relocating / transferring the tenant to other suitable accommodation within the organisation's portfolio
 - b) Assisting with relocation to other areas by liaising / referring / providing references to other housing organisations
 - c) Continued monitoring / recording of any further incidents that might occur
 - d) Ensure that the process and outcomes are documented, including the Complaints Register.

04.19.04 Actions taken for the complainant

1. If a complaint is made, the RQ Housing Officer and the RQ Manager of Housing Services will need to know all the details. RQ has a duty to be fair to everyone involved and needs as much information as possible.
2. RQ will encourage the complainant to be prepared to give the following information:
 - a) The names of everyone who might have seen or heard about the offensive conduct
 - b) The names of anyone the complainant is aware of who may have had a similar experience with the alleged harasser

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- c) A chronology -- when and where each incident occurred (if it has occurred more than once)
- d) The reasons the incident was not reported earlier (if there has been any delay at all); and
- e) Their thoughts on what RQ can do to correct the problem and maintain a harassment-free environment.

04.19.05 Record Keeping

1. RQ Housing Services will ensure that file notes are accurately maintained of the complaint, action taken and outcomes.
2. This information will also be recorded in the RQ Housing Services Complaint Register.

ACCOUNTABILITY RQ General Manager, Staff, Tenants

EVALUATION METHOD Tenant Surveys
Complaints and appeals register

OTHER RELATED POLICIES / DOCUMENTS 03.04 Privacy and Confidentiality of Information Policy
04.11 Housing Services Referral Policy
04.13 Housing Services Ending Tenancies Policy
RQ Client Consent Form
RQ Tenant Information Kit
Racial Discrimination Act 1975

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	24/05/2018	Yes	RCS Board	05/06/2018
2	November 2018	No	N/A	N/A
3	16/03/2020	Yes	RQ Board	27/06/2020
4	December 2020	No	N/A	N/A

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