

<b>DATE OF REVIEW</b>	<b>AUTHORISED SIGNATURE</b>
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<b>TITLE</b>	<b>04.19 Housing Services Responding to Reports of Harassment (Racial and Sexual) Policy</b>
<b>SCOPE</b>	RQ Property Portfolio & Tenants
<b>POLICY</b>	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.
<b>PURPOSE</b>	To provide guidelines of how RQ responds to reports or complaints regarding racial harassment.
<b>DEFINITION</b>	<p>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</p>
<b>PROCEDURE</b>	<p><b>04.19.01 Racial and Sexual Harassment</b></p> <ol style="list-style-type: none"> <li>1. RQ will respond to reports / complaints of harassment of tenants, including racial or sexual harassment.</li> <li>2. Investigating the report / complaint             <ol style="list-style-type: none"> <li>a) The RQ Housing Officer shall inform the Manager of RQ Housing Services immediately the report/complaint is received.</li> <li>b) The RQ Housing Officer will immediately notify the complainant that an investigation will be carried out.</li> <li>c) The RQ Housing Officer or Manager of RQ Housing Services, within 2 days of receiving the complaint/report, will talk individually with:                 <ul style="list-style-type: none"> <li>• the complainant – to describe the incident, present witnesses or other evidence and are encouraged to put the complaint in writing</li> <li>• 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</li> </ul> </li> </ol> </li> </ol>

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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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