

## M10 Antisocial Behavior

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### 1. Purpose

The purpose of this policy is to outline the way YWCA National Housing and YWCA Housing (YWCA) assess and manage antisocial behaviour incidents that may occur in our property portfolios.

### 2. Scope

This policy applies to all YWCA staff, contractors and volunteers involved in tenancy management (Employees).

The policy applies to both tenancy agreements and rooming house agreements. Unless stated otherwise, references to “renters/tenants” include rooming house residents and references to “tenancies” include rooming house residencies.

### 3. Policy Aim

YWCA aims to enhance the wellbeing of our tenants and the wider communities we operate in, and is proactive in reducing the risk and incidence of antisocial behaviour. YWCA’s believes that tenants and their neighbours are entitled to quiet enjoyment of their homes, and that all people are entitled to be treated with dignity and respect.

### 4. Policy Statement

YWCA is committed to developing and maintaining communities free from antisocial behaviour and is proactive in reducing the risk and incidence of antisocial behaviour, through quality building design and maintenance, recruitment and ongoing training of high-calibre employees, increasing social inclusion, community-building strategies, and facilitating access to support for tenants with complex needs.

### 5. Definitions

Antisocial behaviour	means behaviour which causes, or is likely to cause harassment, alarm, or distress to one or more people who are not in or in the same house as the person accused of antisocial behaviour.
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Nuisance behaviour	means behaviour which is a low-level inconvenience that tenants should attempt to resolve themselves. Examples include behaviours like disturbing neighbours by vacuuming or mowing the lawn early in the morning or late at night
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## 6. Antisocial behaviour

Antisocial behaviour is behaviour that unreasonably disturbs a person or unreasonably interferes with a person's ability to go about their lawful business. Antisocial behaviour can include but is not limited to:

- Loud noise, particularly in the evening
- Abuse, intimidation, or harassment, including sexual harassment
- Racial vilification and/or discrimination
- Aggressive and threatening language and behaviour
- Vandalism and/or malicious damage to property
- Noise or nuisance caused by vehicles
- Noise or nuisance caused by pets
- Any type of criminal activity
- Physical assaults or acts of violence
- Unreasonably interfering with the peace, comfort or privacy of neighbours

Antisocial behaviour within a YWCA property, including common areas such as driveways, foyers and corridors, may constitute a breach of duty or a breach of the tenancy/rooming house agreement and may be grounds for legal action and/or cessation of tenancy, even if the antisocial behaviour is by the tenant's guest.

Antisocial behaviour outside the YWCA property and common areas is beyond YWCA's management but may be a matter for police.

## 7. Expectations and standards

Tenants are expected to be reasonably tolerant of different lifestyles and behaviours. Tenants may see or hear things that they think are inappropriate, but it would only be considered antisocial behaviour if the behaviour causes an *unreasonable* disturbance. YWCA will not tolerate antisocial behaviours towards any employee, tenant, or tenant group.

YWCA will strive to identify early when neighbourhood disputes are occurring and assist those who are affected or victims of antisocial behaviour. We will provide tenants with the necessary support or help them obtain the services and assistance they require to establish and maintain their tenancies.

YWCA takes all reports of antisocial behaviour seriously, investigates them impartially, maintains the confidentiality of all parties and keeps accurate records. Where antisocial behaviour occurs, YWCA's priority is the safety of other tenants and household members, neighbours and YWCA Employees; if violence – whether real or threatened – is reported, YWCA will take immediate action to investigate and reach a resolution.

YWCA provides tenants with clear information about what we can do in response to a complaint or a dispute, and also provides advice regarding assistance that can be provided by other agencies and support organisations.

YWCA may take action against a tenant if they have breached their tenancy agreement or residential tenancies law, and antisocial behaviour may be cause for cessation of services provided by YWCA to a tenant.

If a YWCA tenant is significantly affected by the antisocial behaviour of someone outside YWCA’s control (e.g. a private neighbour), and all other reasonable action and options have been attempted with no resolution, YWCA may in consultation with the tenant discuss options of transfer to another YWCA property.

## 8. Family Violence

If the antisocial behaviour is an act of a perpetrator of family violence and YWCA receives reports of the antisocial behaviour in forms of noise disturbances or concerns from neighbours or information from other service providers, direct reports from the parties involved, YWCA will recognise the presence of observable signs and indicators of family violence. For example, violence-supporting attitudes or narratives. YWCA’s Family Violence Policy and Procedures will be followed in any instances and household safety will remain YWCA’s primary concern

## 9. Complaints, Feedback and Appeal of decisions

YWCA has an effective and appropriate response in place to deal with complaints and ensures that accurate information and records of investigations are maintained. YWCA will ensure that privacy principles are followed at all times and tenant confidentiality is maintained throughout the incident management process.

YWCA welcomes anyone to query any decisions we make and/or ask questions about our work practices. If a customer wishes to provide feedback to YWCA and/or believes a decision made by us is incorrect, they can register their feedback and/or lodge an appeal using the YWCA Feedback and Appeals Policy.

Document Control Data	
Policy Framework	
Responsible Body	Chief Executive Officer
Accountable Officer	General Manager, Community Housing
Application	All employees of YWCA

Supersedes	All previous local policies
Associated documents	YWCA Housing Policies and Procedures YWCA Feedback and Appeals Policy and Procedures YWCA Privacy Policies and Procedures YWCA Customer Service Charter
Legislation, Frameworks, Standards, Codes and Agreements	Housing Assistance Act 1996 (COM) Housing Act 1983 (VIC) Housing Act 2003 (QLD) Housing Regulations 2015 (QLD) Housing Act 1982 (NT) Residential Tenancies Act 1997 (VIC) Residential tenancies & Rooming Accommodation Act 2008 (QLD) Residential Tenancies Act 1999 (NT) National Affordable Housing Agreement Victorian Charter of Human Rights and Responsibilities Act 2006 Queensland Human Rights Act 2019 National Community Housing Standards Department of Human Services Standards (VIC) Consumer Charter for Community Managed Housing and Homelessness Services (VIC) National Community Housing Regulatory Code Victorian Community Housing Regulatory Code State based agreements between YWCA and statutory bodies

Approval and Amendment History			
Review period – 2 years			
Approval Date	Version	Amendments	Next Review
May 2022	1.0	Superseded Rent Setting	May 2024