

153 (Tenant) Domestic and Family Violence Policy

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

Link Wentworth recognises that all reports of domestic and family violence require a fast and effective response. This policy provides a framework for staff when providing support to people experiencing domestic and family violence.

3. Scope

This policy applies to all Link Wentworth residents.

4. Policy

Link Wentworth recognises the harm caused by domestic and family violence and is committed to reducing its incidence and impact.

We assist NSW Police, Department of Communities & Justice (DCJ) and other support agencies in response to tenants and household members experiencing any form of domestic and family violence.

4.1 Principles

We support people experiencing domestic and family violence by resolving issues related to their safety and tenure by:

- taking a person-centred approach to reports of domestic and family violence
- giving priority to the safety of victims and children
- providing people with a consistent and effective response
- protecting tenancy rights when considering housing options
- taking appropriate action regarding the perpetrators of domestic and family violence
- collaborating with partners in our response to domestic and family violence
- committing to the NSW Governments domestic and family violence framework

4.2 Tenancy Support and Assistance

We are committed to providing tenancy support and assistance to tenant's who are or who have experienced domestic and family violence.

Where appropriate Link Wentworth will:

- support the tenant to report any criminal activity to NSW Police
- meet with the victim in an environment where they feel safe
- always maintain confidentiality and discretion
- provide information to third parties only with the consent of the person experiencing violence or as required by law
- if there is an immediate threat to safety, will assist the person to access short and medium-term housing options including refuge accommodation
- provide advice and assistance with the Housing Pathways transfer process should the victim wish to relocate in accordance with the *Housing Pathways Transfer Policy*
- provide appropriate support and referral
- ensure the property is secure by undertaking necessary repairs or taking reasonable steps to enhance its security

5. Definitions

Domestic and family violence: Domestic and family violence includes any behaviour in an intimate or family relationship which is violent, threatening, coercive, controlling or causing a person to live in fear. It is usually manifested as part of a pattern of controlling or coercive behaviour.

6. Legislative or other applicable framework

- *Residential Tenancies Act (2010)*
- *Crimes (Domestic and Personal Violence) Act 2007*
- <http://www.domesticviolence.nsw.gov.au/publications/blueprint>
- Housing Pathways Transfer Policy

7. Complaints and Appeals

A tenant or applicant who is not happy with a decision made by Link Wentworth or who believes that Link Wentworth has not followed policy can provide feedback or appeal a decision using the complaints and appeals policies. If you have experienced service excellence, we would also love to hear from you. You can provide feedback at www.linkwentworth.org.au, by phoning Link Wentworth on 9412 5111 or 4777 8000 or by emailing feedback@linkwentworth.org.au.

8. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.



Approval, Policy Owner and Review Frequency

Policy type:	Management Level
ELT owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	ELT-member
Review Frequency:	Every two years or more frequently if circumstances warrant.

Approved by – **Chief Customer Officer**