

Disruptive Behaviour Management Policy

Purpose

To outline how the Department of Communities (Housing) manages and responds to disruptive behaviour at public housing premises.

Scope

2. Proportionate Action

The Department of Communities (Housing) response will be proportionate to the severity of the proven behaviour.

Strikes may be issued following an investigation into a complaint against a tenancy where the Department of Communities (Housing) is satisfied of a proven incident which:

- a. Caused a significant nuisance or disruption to those who reside in the immediate vicinity of the premises,
- b. Interfered with the reasonable comfort or privacy of those who reside in the immediate vicinity of the premises,
- c. Posed a significant safety risk to any person at the premises, adjacent premises, or common areas,
- d. Intentionally or recklessly caused or permitted serious damage to the premises,
- e. Was caused or permitted by the legal tenant or permitted householder or visitor.

3. Categories of Severity

The Department of Communities (Housing) defines disruptive behaviour as one of three categories of severity:

- a. Dangerous Behaviours -

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Document control

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Owner	Community Services – Service Design & Operational Improvement

Version History

Version	Effective	Amended section	Description
1	January 2022		Removed from Rental Policy Manual and made into separate policy
2	December 2024	Statement 2	Split statement 2, into 2 and 3. Introduced statement 3 'Categories of Severity'