



We all have a right to feel safe in our homes, but for too many of us, home is not the safe place it should be. Domestic and family violence can affect anyone, regardless of age, gender, education or wealth, and we are all responsible for stopping the behaviour and attitudes that feed into the cycle of abuse, and for looking out for one another.

With more than one in three households living in a rental home, real estate professionals can make a real difference to the lives of women and children experiencing domestic and family violence.

Domestic and family violence is also a workplace issue. Two thirds of women experiencing domestic and family violence are in paid employment and this means that some of your own employees could be affected. It is important to know how you can support them, and keep all your employees safe at work.

We are writing to inform you about the range of resources and support available to help support your employees, tenants and landlords who may be affected by domestic and family violence. You can get more information about domestic and family violence in Australia, including statistics from:

- Australia's National Research Organisation for Women's Safety Limited ([ANROWS](#))
- [Our Watch](#) – Australia's national organisation dedicated to primary prevention of violence
- [Videos](#) and other resources to better recognise and respond to domestic and family violence, developed by QShelter and the Real Estate Institute of Queensland.

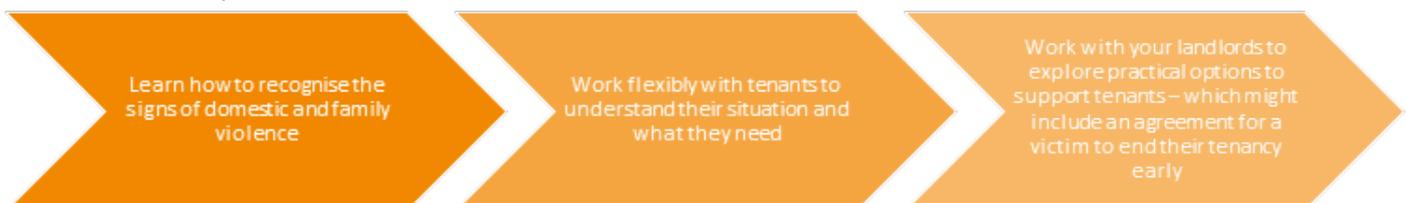
Legal protections for tenants experiencing domestic and family violence

Safe and secure housing is crucial to enable victims of domestic and family violence to escape and rebuild their lives. Queensland has [legal protections for tenants experiencing domestic and family violence](#) to manage their residential tenancy arrangements and make plans to be safe. These protections – which are currently in place until 31 December 2020 – include:

- allowing tenants to end their interest in a tenancy quickly
- protecting them against being listed in a tenancy database for rent arrears
- allowing them to change locks to their rental property without consent to ensure their personal safety.

What you can do for your tenants and landlords

You and your staff aren't expected to take on the role of a counsellor or support worker, or to put yourselves at risk. But there is a lot you can do.



With the tenant's consent, you could refer them to a domestic and family violence support service for specialist help.

As an agency, you could also proactively partner with local domestic and family violence support services to help find suitable accommodation for people experiencing or using domestic and family violence.

More information is available

A free digital training package and [toolkit](#), developed by QShelter and the Real Estate Institute of Queensland (REIQ), provides practical resources tailored for real estate professionals, including guidance on recognising and understanding domestic and family violence, tools to help how you manage affected tenancies, and suggestions for working with landlords.

A Tenants Queensland [guide](#) outlines tenancy laws and procedures to enable domestic and family violence service providers to better help women affected by domestic violence to start, stay or leave their rental accommodation.

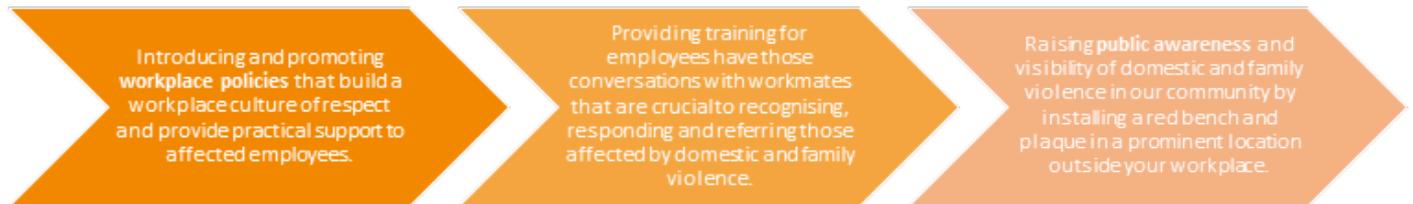
Don't forget your own people

Some of your employees could be experiencing, perpetrating or be otherwise affected by domestic and family violence. For workplaces, domestic and family violence is a:

- **health and safety issue** because an employee can be harassed or stalked at work, putting them and their co-workers at risk
- **productivity issue** because it can impact on attendance and performance at work.

Workplaces can also be a crucial refuge for employees experiencing domestic and family violence – a safe place to escape violence and abuse, and a source of social and economic support.

You can support your employees by:



Additional resources for employers

- Connect with [Australia's CEO Challenge](#) who can help you with workplace policies and training .
- Contact the [Red Rose Foundation](#) to partner with a visible Red Bench.
- The FairWork Ombudsman's [guide to help employers](#) outlines your legal obligations as an employer.
- [Our Watch](#) and the [Domestic and Family Violence Work Aware](#) website has a range of excellent resources.
- The Queensland Government's [Individual domestic and family violence risk assessment and workplace safety plan](#) can help guide a conversation between a manager and an affected employee about potential risks and control measures, and how they can best be supported.
- [Lifeline Australia](#) offers [courses](#) to help your employees learn resilience and build skills to respond appropriately to people who are distressed, upset or aggressive.

We hope this information is useful to enable you to support your employees, tenants and landlords.

For further information and other potential actions please do not hesitate to contact the Domestic and Family Violence Prevention Council by email at dfvcouncil@premiers.qld.gov.au.

Regards,

Penny Carr

CEO Tenants Queensland
Domestic and Family Violence Prevention Council
Phone: (07) 3832 9447
Email: ceo@tenantsqld.org.au

Laura Valenti

Managing Director, Solutions Property Management
Board Director, Real Estate Institute of Queensland
Phone: (07) 3888 0098
Email: laura@solutionsproperty.com.au



Tenants Queensland Inc

