

Tenant Rights and Participation

Title	Produced by	Location	Cost	Comments
Section 3: Tenant Rights and Participation (Resources primarily related to Section 3 standards)				
Information Statement - Renting in Queensland: Your rights and responsibilities as a tenant in general tenancies (Form 17a), Version 8, October 2003 ISBN: 0 95861560 8	Residential Tenancies Authority (RTA) GPO Box 390, Brisbane, Qld, 4001. Phone: 1300 366 311 Fax: (07) 3361 3666	http://www.rta.qld.gov.au and select Resources . Click on Information Statement 17a (General Tenancies) to download this document. Alternatively contact the RTA's distributor on 1300 136 939 or email rta@buckner.com.au to access multiple copies. Quote form 17a.	Free	When a tenant signs an agreement to rent a place to live in Queensland, their lessor or agent must give them this booklet. It includes all the information the tenant will need and explains their rights and responsibilities under the law.
Discrimination in Accommodation	Anti-Discrimination Commission Queensland (ADCQ) Offices in Brisbane, Rockhampton, Townsville and Cairns. See website or phone for office locations. Telephone State-wide: 1300 130 670 or TTY 1300 130 680 Email: info@adca.qld.gov.au	http://www.adcq.qld.gov.au and select Publications . Under the heading Information Guides an order form is available to download.	Free	"This booklet provides information for accommodation providers on rights and responsibilities under the Queensland Anti-Discrimination Act 1991" (p1). Other booklets and information guides are also available.
Hot Wired: Tenancy Information for Young People	Youth Actions Multi-Media Publications, funded by the Residential Tenancies Authority Contact details as for Location of resource.	Contact: Lee Banfield Sunshine Coast Tenant Advice and Advocacy Service (Qld) Sunshine Coast Regional Housing Council Inc 14 Maud Street, Nambour Qld 4560 Ph: (07) 5451 2903 Email: tenantadvice@scrhc.org	Free	Three booklets (4 th booklet currently in production) aimed at young people that outline tenant rights and responsibilities. May be useful for housing providers to give to young tenants as well as to Residential Tenancies Authority Form 17a.

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Protocols for Consultation and Negotiation with Aboriginal people	Department of Aboriginal and Torres Strait Islander Policy 75 William Street, Brisbane PO Box 397, Brisbane Albert Street Qld 4002 See website for various phone numbers Email: askus@datsip.qld.gov.au	http://www.indigenous.qld.gov.au and select Resources , then Publications . From the links on the left hand side of the page, select Communicating across cultures . This document can be downloaded in whole or chapter by chapter.	Free	Guide produced to assist Queensland Government officers in consulting with Aboriginal communities. Provides some useful pointers to communicating with Aboriginal peoples both individually and in group situations.
Mina Mir Lo Ailan Mun: Proper Communication with Torres Strait Islander Peoples	Department of Aboriginal and Torres Strait Islander Policy 75 William Street, Brisbane PO Box 397, Brisbane Albert Street Qld 4002 See website for various phone numbers Email: askus@datsip.qld.gov.au	http://www.indigenous.qld.gov.au and select Resources , then Publications . From the links on the left hand side of the page, select Communicating across cultures . This document can be downloaded in whole or chapter by chapter.	Free	Guide produced to assist government officers and others working with Torres Strait Islanders and to improve understanding and communication. Provides useful pointers to communicating with Torres Strait Islander peoples both individually and in group situations.
Tenant Participation for Young People – Myth or Method?	Queensland Government Department of Housing. Produced by Youth and Family Services (Logan City) Inc. Email: communityhousing@housing.qld.gov.au	http://www.housing.qld.gov.au and select Community Housing , then Community Housing Publications and then click on Community Housing Best Practice Projects . Scroll down and click on the publication title to download the resource.	Free	Areas covered include: the meaning of tenant participation, models of tenant participation, the extent to which young people can participate, as well as the benefits and barriers.

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Conflict Resolution Kit	Conflict Resolution Network PO Box 1016, Chatswood NSW 2057 Phone: (02) 9419 8500 Fax: (02) 9413 1148 Email: crn@crnhq.org	http://www.crnhq.org and select C R Kit .	Free	Toolkit of 12 conflict resolution skills based on effective communication. People can just use parts of it that are relevant to their situation. The material can be freely reproduced so long as the copyright notice appears on each page.
Guidelines for the portrayal of people with a disability	Disability Services Queensland, Department of Communities Contact Disability Information Awareness Line: Phone: (07) 3224 8444 or TTY 1800 010 222 Fax: (07) 3239 0355 Email: dial@disability.qld.gov.au	http://www.disability.qld.gov.au and select Information , then Publications and Resources . Scroll down to find the heading Community Involvement Publications , find the above publication and click on PDF to download the resource. Other formats available on request.	Free	"Topics covered include: the use of appropriate descriptive language, avoiding common stereotypes and reporting on, communicating with and interviewing people with a disability" (p7).
A gap in helping – meeting the needs of gay, lesbian and bisexual clients	Kristin Duare McKinnon (1998). Available from The Charity Village Ltd 160 Main Street South P.O. Box 92536, Brampton, Ontario, Canada, L6W 4R1 Email: help@charityvillage.com	Type http://charityvillage.com/cv/research/rcult1.html into your web browser or go to http://www.charityvillage.com and click Enter . Go to Library and select Research Section . Select Search Research Library and enter the title of the article.	Free	Outlines the challenges faced by young people adjusting to a gay, lesbian or bisexual identity and how service providers can provide support and appropriate service delivery.

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Guidelines to the National Privacy Principles (September 2001)	Office of the Federal Privacy Commissioner GPO Box 5218, Sydney NSW 2001 Phone: 1300 363 992 (for the cost of a local call anywhere in Australia) Fax: (02) 9284 9666 Email: privacy@privacy.gov.au	http://www.privacy.gov.au , then select Publications , then Specific Privacy Information for Business . Within the text on the web page is a link to Guidelines to the National Privacy Principles . Various download options are available including HTML, PDF or as an MS Word file.	Free	Designed to assist businesses, the booklet contains a summary of obligations under the National Privacy Principles, and then sets out the National Privacy Principles as they appear in Schedule 3 of the Privacy Act. It also outlines key concepts and contains guidelines developed to help organisations to comply.
Guidance on Developing Information Sharing Protocols	National Health Service Information Authority Aqueous II, Aston Cross, Rocky Lane Birmingham, B6 5RQ UK Email: information@nhsia.nhs.uk	http://www.nhsia.nhs.uk/mentalhealth and select Documentation . Click on Information Sharing Protocols from the left hand menu. You will find this document listed under General Frameworks . The document can be downloaded in either Rich Text Format or as a PDF file.	Free	Provides a framework that encourages an organisation to self-assess and work with other stakeholders when developing protocols. A high level resource that may be useful used in conjunction with the National Center for Health Statistics Manual.
Establishing Ongoing Arrangements and Systems of Sharing Client Information	State Government of Victoria, Department of Human Services 555 Collins Street Melbourne, Victoria, Australia 3000 Phone: (03) 9616 7777 Various email contacts on website at http://www.dhs.vic.gov.au .	http://www.dhs.vic.gov.au/privacy , then select Privacy Policy Guidelines . Scroll down page until you reach the heading Use and Disclosure . This resource is available to download in seven separate sections, numbered 39– 45 inclusive.	Free	Clearly covers the basic steps to developing a protocol and provides a protocol template. However, the context is very different and considerable adaptation to the community housing context may be required.

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Good Practice Guide 1: Complaints and Appeals	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Phone: (02) 9281 7144 Fax: (02) 9281 7603 Email: nswfha@communityhousing.org.au	http://www.communityhousing.org.au and select Publications . Click on the link Publications produced by the NSW Federation of Housing Associations . Under the Publications List , select Resources for Housing Management . Find Good Practice Guides (1998-2004) and click on more info to access an order form.	Members \$11 inc GST Others \$15 inc GST Full set of 12 Guides is \$88 for members or \$108 for non members	How to handle dissatisfaction with a service and the steps needed to develop a complaints and appeals process. Checklists, sample forms, formats and model policies and procedures are provided on disk.
Guide to Good Practice for Complaints, Disputes and Appeals (1999)	Queensland Community Housing Coalition, funded by the Queensland Department of Housing Email: communityhousing@housing.qld.gov.au	http://www.qchc.asn.au and select Tools and Resources , then select Publications for a brief outline of the publication and to email your order.	\$5.50 inc. P&H	"Offers a practical approach to dealing with all sorts of conflict...by using resources which already exist and are available to you, though you might not have considered them before" (p1).
A Good Practice Guide for Effective Complaint Handling	Commonwealth Ombudsman's Office, Canberra Queensland Office: 25th Floor, 288 Edward Street Brisbane 4000 Phone: (07) 3005 7000 Fax: (07) 3229 4010 Email ombudsman@ombudsman.gov.au	http://www.comb.gov.au and select Publications . Under the heading Reports & Publications, click on Good Practice Guide to Complaint Handling .	Free	"Describes the essential elements of an effective complaint handling system...and then discusses how these principles can be put into practice in any agency" (p4). Focus on general service delivery complaints but principles also apply to requests for review of decisions.

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Effective Complaints Management	Queensland Ombudsman GPO Box 3314 Brisbane QLD 4001 Phone: (07) 3005 7000. Toll Free (outside Brisbane): 1800 068 908 Fax: (07) 3005 7067 TTY: 3006 8174 Email: ombudsman@ombudsman.qld.gov.au	http://www.ombudsman.qld.gov.au and select Publications , then select Complaints Management Fact Sheets	Free	Aimed at the public service, however the principles and processes outlined in this resource are equally applicable to community housing providers. Fact Sheet 11 includes samples of a Complaints Form and a Complaints Data Form.
Developing Effective Complaints Management Policy and Procedures	Queensland Ombudsman GPO Box 3314 Brisbane QLD 4001 Phone: (07) 3005 7000. Toll Free (outside Brisbane): 1800 068 908 Fax: (07) 3005 7067 TTY: 3006 8174 Email: ombudsman@ombudsman.qld.gov.au	http://www.ombudsman.qld.gov.au and select Publications , then select Developing effective complaints management policy and procedures	Free	Aimed at enabling public sector agencies to manage complaints effectively. Provides an outline of what steps a policy and a procedure should contain and uses illustrative examples as explanation.
Complaints Handling in the Human Services: An Organisational Handbook	Social Options Australia PO Box 6570 Halifax St Adelaide South Australia 5000 Telephone: (08) 8326 8033 Fax: (08) 8339 1074 Email: info@soa.com.au	http://www.soa.com.au and select Publications . Click on the title of the publication for information about its content and to download an order form.	\$41.80 inc GST and P&H	"Complaints are a feature of service delivery and are often not recognised for the 'gift' they can be to both the users and providers of services. This handbook will help you and your organisations to put complaints to good use to improve service outcomes" (p2).