

Human Rights- QLD

(Policy)

Version 3.0

This policy has been adopted by:

Name of Company	Adoption Date
Community Housing (Qld) Ltd (CHQL)	20 March 2025

TABLE OF CONTENTS

1. Introduction	2
2. Aim	2
3. Definitions	2
4. Principles of CHVL's Charter of Human Rights Policy	2
5. Rights listed under the Human Rights Act 2019	3
6. How CHL aims to achieve these policy principles	3
7. Related Resources	4
7.1. CHL Group References	4
7.2. External References	4
8. Monitoring and review	4

1. INTRODUCTION

The *Human Rights Act 2019 (the Act)* is a Queensland law that respects, protects, and promotes the human rights of all people in Queensland. It protects 23 fundamental human rights that are recognised in international covenants including the International Covenant on Civil and Political Rights (ICCPR), the Universal Declaration of Human Rights (UDHR), the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the International Covenant on Economic, Social and Cultural Rights (ICESCR). A human rights approach means that the Queensland Government, and public entities acting on behalf of the Queensland Government (as defined in Sections 9 and 10 of the Act), must put human rights first when making decisions and providing services. Community Housing Ltd. (CHL) is a public entity under this definition.

2. AIM

CHL is committed to upholding the Human Rights Act 2019 by ensuring that all actions and decisions are compatible with human rights. When making decisions, CHL must give proper consideration to relevant human rights as outlined in section 58(1) of the Act.

3. DEFINITIONS

Term/ Abbrev.	Meaning
Customer	Generic term used to refer to a renter/tenant, applicant or other person receiving services from CHL

4. PRINCIPLES OF CHVL'S CHARTER OF HUMAN RIGHTS POLICY

The Act requires public entities to consider human rights when developing policies, making laws, delivering services and making decisions.

In certain circumstances, some rights may be limited. However, this must be necessary and reasonable and there must be clear reasons for the decision.

5. RIGHTS LISTED UNDER THE HUMAN RIGHTS ACT 2019

CHL at all times administers its services to protect all the rights of the people of Queensland in accordance with this Act.

All of the Rights protected under the *Human Rights Act 2019* are listed in Divisions 2 and 3 of the Act. CHL protects these rights by applying procedural fairness in all its dealing with customers. The pertinent sections of the *Human Rights Act 2019* as they relate to CHL are:

Your right to take part in public life (section 23)

Every person has the right to take part in public life, such as the right to vote or run for public office.

Property rights (section 24)

People are protected from having their property taken, unless the law says it can be taken.

Your right to privacy and reputation (section 25)

Everyone has the right to keep their lives private. Your family, home or personal information cannot be interfered with, unless the law allows it.

Your right to protection of families and children (section 26)

Families are entitled to protection. Children have the same rights as adults with added protection according to their best interests.

Your cultural rights in general (section 27)

People can have different family, religious or cultural backgrounds. They can enjoy their culture, declare and practice their religion and use their languages.

Your cultural rights as Aboriginal peoples and Torres Strait Islander peoples (section 28)

Aboriginal peoples and Torres Strait Islander peoples are entitled to enjoy, maintain, control, protect and develop their identity and cultural heritage, including their traditional knowledge, distinctive spiritual practices, observances, beliefs and teachings.

Your right to liberty and security of person (section 29)

Everyone has the right to freedom and safety. The right to liberty includes the right to not be arrested or detained except in accordance with the law. The right to security means that reasonable steps must be taken to ensure the physical safety of people who are in danger of physical harm.

Your right to a fair hearing (section 31)

A person has a right to a fair hearing. This means the right to have criminal charges or civil proceedings decided by a competent, independent and impartial court or tribunal after a fair and public hearing.

6. HOW CHL AIMS TO ACHIEVE THESE POLICY PRINCIPLES

CHL will identify procedures and processes where customers' human rights have the potential to be limited during each step of the process. Staff will receive introductory and ongoing refresher training on the principles of the *Human Rights Act 2019* and the impact on procedures and processes.

7. RELATED RESOURCES

7.1. CHL Group References

CHL Customer Promise
Child Safety Policy & State Procedure
Customer Participation Policy
Customer Information Management Procedure
Hardship Policy
Privacy Policy
Sustaining Tenancies Policy
Working with Aboriginal and Torres Strait Islander Peoples Policy
Warrant of Possession Form
QLD Tenancy Operations Guide

7.2. External References

Queensland Human Rights Act 2019
Queensland Government Human rights resources, including fact sheets and guides
National Regulatory System for Community Housing
Queensland Residential Tenancies and Rooming Accommodation Act 2008
Department of Housing and Public Works (DHPW)—Community Housing providers

8. MONITORING AND REVIEW

This policy is maintained and managed by the CHL Group's Chief Operations Officer.

This document should be reviewed and revised periodically and/or as required. The period between reviews must not exceed three years. This document remains valid until such time that a new version is published

Review History

Document reference	Date Approved	Version	Reason for review	Review frequency	Owner	Approver(s)
POLHOUAUSNATHRP202503	20 Mar 2025	3.0	Scheduled review	Every three years	Chief Operations Officer	CEO, CGO, CPO, COO, CIO, CFO, CDO, CSO
POLHOUAUSQLDCHR202302	March 2023	2.0	Scheduled review	Every two years	National Operations Manager	National Manager Operations State Manager, Queensland
POLHOUAUSQLDCHR202001	January 2020	1.0	New policy	Every two years	National Operations Manager	National Manager Operations State Manager, Queensland