



Submission Form For Real Estate Representatives

INQUIRY INTO WHETHER PERSONS FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS (CaLD) AND ABORIGINAL PEOPLE ARE DISCRIMINATED AGAINST ON THE BASIS OF THEIR RACE EITHER DIRECTLY OF INDIRECTLY IN THE PRIVATE RENTAL MARKET

This form has been designed to help Agents make a Submission to the Commissioner for Equal Opportunity's Inquiry into whether persons from culturally and linguistically diverse backgrounds (CaLD) and Aboriginal people are discriminated against on the basis of their 'race' either directly or indirectly in the private rental market in Western Australia.

Refer also to the **Information Package and Terms of Reference**

YOUR DETAILS

Name of person completing Submission: _____

Name of organisation (if applicable): _____

Position in organisation (if applicable): _____

Postal Address: _____

Contact Person: _____ Contact No: _____

Email Address: _____

We are concerned about your confidentiality, so please indicate which of the following applies to this Submission:

- This Submission is to remain strictly confidential and is not to be shared/distributed to anyone outside of the Inquiry.
- This Submission may be shared/distributed to any other party, if my personal details are removed and kept confidential.
- This Submission is public information and may be freely shared/distributed to anyone interested.
- My organisation is happy to be contacted by the Commission for further information about my Submission.
- Other, please specify: _____

Signature: _____ Date: _____

CLOSING DATE

The closing date for all Submissions is **close of business Tuesday 30 September 2008 for Metropolitan submissions and close of business Friday 17 October 2008 for Regional submissions.**

Please send your written Submission:

By Mail: Commissioner for Equal Opportunity:
Private Rental Inquiry
PO Box 7370
Cloisters Square
PERTH WA 6850

By Email: eoc@equalopportunity.wa.gov.au

By Fax: (08) 9216 3960

By TTY¹: (08) 9216 3936

By Phone: (08) 9216 3900

1800 198 149 (free call outside the Perth metropolitan area).

¹ Telephone Typewriter.

Submission Questions

BACKGROUND INFORMATION

To help you with your Submission, a brief working definition of 'Direct' and 'Indirect Discrimination' is provided.

Direct Discrimination is when someone treats a person less favourably than they would treat another person in the same or similar circumstances because of a ground, such as the other person's (or a relative or associate's) race, impairment, marital or family status, pregnancy, family responsibility, age, sex, sexual orientation, religion or politics.

Indirect Discrimination is when an apparently neutral rule, policy, practice or procedure has a negative effect on a substantially higher proportion of people with a particular attribute or characteristic compared to people without that attribute or characteristic, and the rule is unreasonable in circumstances.

In the case of race discrimination, the 'less favourable treatment' can include acts, omissions, requirements or conditions that segregate a person from people of another race.

QUESTIONS

These questions are meant to assist your response, but we welcome any suggestions, ideas and contributions you wish to make about the experiences of the private rental market for different culturally and linguistically diverse and Aboriginal people in Western Australia.

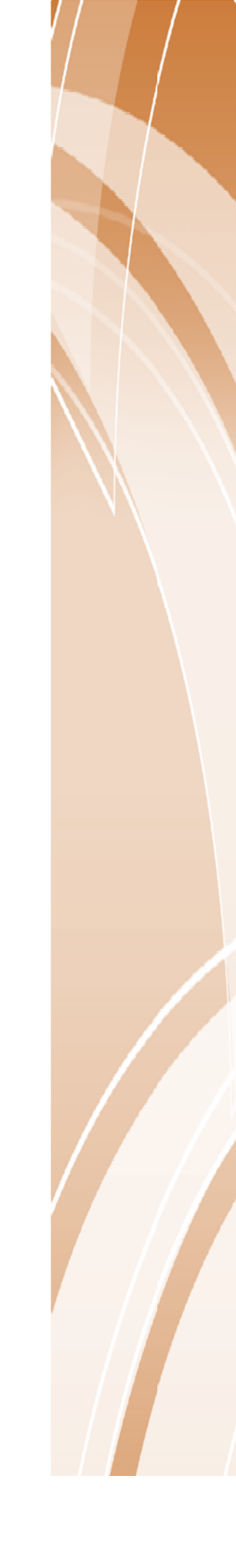
It would be helpful if, when you respond, you write the answers to each question on a separate sheet of paper. Attach extra sheets to your Submission, if you need to, along with any relevant supporting documentation (including case studies) or statistical data. Please also provide detailed references for any relevant documents (e.g. research, reports).

Profile: Would you say that your organisation has a high, medium, low number of tenancy applications (in relationship to the overall number of applications you received) from the following groups:

- | | | | |
|------------------------------------|---------|-----------|--------|
| a. Aboriginal Tenancy Applications | a. High | b. Medium | c. Low |
| b. CaLD Tenancy Applications | a. High | b. Medium | c. Low |
| c. Aboriginal Tenants | a. High | b. Medium | c. Low |
| d. CaLD Tenants | a. High | b. Medium | c. Low |

Do you formally collect data information on these groups? Yes _____ No _____

If yes to the above what would the actual percentages be in the above categories?

- 
1. What professional tools do you use when you assess an application for suitability as a tenant? Please outline the procedure you use when making the assessment.
 2. When clients/tenants enter into a rental agreement, or when applying for a rental property, can you outline the process you undertake to make applicants/tenants/owners aware of their rights and responsibilities under the *Residential Tenancies Act 1987 (WA)*?
 3. Do you undertake different steps to make Aboriginal or CALD persons aware of their rights and responsibilities? If so, can you outline these?
 4. What would you say is the most effective way to convey tenancy information to people whose first language is not English?
 5. Have any of your staff/agents who deal with tenancy issues, undertaken training to assist with dealing with clients/tenants from different racial/ethnic backgrounds?
 6. Have you had instances when owners have directed you not to accept tenants from particular racial groups? Did they give you a reason why they gave this direction?
 7. Have you had instances when owners have rejected an application from a tenant on the basis of their race or ethnicity? Did they give you a reason for this decision?
 8. Have you had any instances in managing a property, where problems have arisen due to a misunderstanding arising from different cultural expectations/practices? What was the situation and how was it dealt with. What would have assisted to make the situation easier from your perspective?
 9. Do you think there are other obstacles/difficulties in dealing with applicants from Aboriginal/CALD groups?
 10. Do you have any direct dealing with Community Organisations who assist clients/members to access housing – if so how would you regard your relationship? What would assist for an easier working relationship?
 11. What does your Company suggest to solve the issues you have experienced?

Please use and attach extra pages if required

COMPLETED SUBMISSIONS

After you have completed your Submission you can return it to the Equal Opportunity Commission as follows:

- /// close of business Tuesday 30 September 2008 for Metropolitan submissions
- /// close of business Friday 17 October 2008 for Regional submissions.

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