

If a resident is experiencing domestic and family violence

The resident can choose to stay at the premises.

The resident can request you change or repair locks to secure entry to their room to protect them from domestic violence.

You must change the lock and you must not give a key for the changed lock to any other person without the resident's agreement or a reasonable excuse.

All other parts of the agreement remain the same.

The resident can choose to leave the premises.

The resident must give you a [Notice ending residency interest \(domestic and family violence\)](#) (Form R20), supported by relevant evidence of domestic violence (types of approved evidence are listed in Part B of the Form R20). The resident can choose to either let you view the evidence or provide a copy.

The resident can leave immediately after giving the Notice, but is responsible for paying rent for the 7 days of the notice period. The resident is not required to give you their forwarding address details.

Within 7 days

You must notify the vacating resident you intend to apply to [QCAT](#) to have the Notice set aside under section 381H of the *Residential Tenancies and Rooming Accommodation Act 2008*.

Note: QCAT will only consider if the Notice and supporting evidence provided meets the legislative requirements. QCAT will not examine if the resident has experienced domestic violence or the resident's belief as to whether they could safely continue to occupy the premises.

Make an urgent application to QCAT to have the Notice set aside.

QCAT sets aside the Notice and it is no longer valid. The rooming accommodation agreement continues.

QCAT does not set aside the Notice and it remains valid.

You must notify the vacating resident:

- you do not intend to apply to QCAT to set the notice aside
- the date when you will tell any remaining residents on the same agreement that the resident has ended their interest in the residency.

The vacating resident's interest in the residency ends when the 7 day notice period expires and the resident has left the premises.

If the vacating resident is a bond contributor, you or the resident can submit the [Bond refund for persons experiencing domestic and family violence](#) (Form 4a). Other bond contributors will not need to sign this bond refund request and they will not receive the *Notice of claim*. See this [fact sheet](#) for more details about this bond refund process.

Are there additional residents on the agreement?

No

No additional action required. Residency ends.

Yes

The agreement for the remaining residents continues. You must issue a [Continuing interest notice](#) (CIN) to any remaining residents between 7 and 14 days **after** the vacating resident's interest in the residency ends.

The vacating resident's privacy must be maintained. You must not:

- disclose the evidence supporting the Notice ending residency interest to anyone unless in specific permitted circumstances – **penalties apply**
- provide any information about the vacating resident to any remaining residents until a minimum of 7 days after the Notice ending residency interest expires AND the resident has vacated the premises. Information provided should be limited to the CIN.