

Support Agencies and Health Professionals factsheet

Every year thousands of people in the Northern Territory apply for a variety of services from the Department of Housing and Community Development.

The department requires supporting documentation from Support Agencies and Health Professionals to provide the most appropriate services to a client.

This usually includes information about a client's:

- social circumstances
- physical health
- mental health
- circumstances putting them at risk of homelessness
- special accessibility or alterations they require to a property.

Minimum required information

Below is a list of the minimum information the department requires when assessing a client's needs:

- How long have you been treating or providing support services to the client?
- The kind of services the client is receiving and when you expect to cease involvement.
- What is the client's condition and prognosis? I.e. is this a permanent or temporary condition?
- How does the lack of housing impact the client's health or wellbeing?
- In your professional opinion how will housing impact the client?
- What modifications may be required to accommodate the client's need or condition? I.e. ground level accommodation.
- Authorisation from the client that you may share this information with the department.

- A declaration of any real or perceived conflict of interest.

Please ensure the letter of support includes the client's full name, date of birth and is legible on the relevant organisation's letterhead.

Where can I get more information?

For more information contact your local Housing office:

Greater Darwin	8999 8814
Nhulunbuy	8987 0533
Tennant Creek	8962 4497
Katherine	8973 8513
Alice Springs	8951 5344
Palmerston	8999 4767

Or visit nt.gov.au

Disclaimer

The Department of Housing and Community Development collects only personal information about a client which is necessary to provide housing assistance under the *Housing Act* and its Regulations.

If you do not provide the requested information we may not be able to provide your client or patient with assistance. The information collected will not be disclosed to any other person or agency without your client's or patient's consent unless it is required or authorised by law or for research purposes in accordance with the Information Privacy Principles at Schedule 2 of the *Information Act* (NT). Your client or patient has a right to access and correct the information held about them.

If you have any queries or concerns please contact the Information Access Unit on 8999 8490, email infoact.DHCD@nt.gov.au or write to GPO Box 4621, Darwin NT 0801.