

Information for Support Agencies

Why we ask this information

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

To ensure that the department provides the most appropriate services we may ask for information regarding a variety of aspects of applicant's/tenant's lives.

This usually includes information about a person's social and economic circumstances, physical and mental health and vulnerability particularly when a person's circumstances or a health condition puts them at risk of homelessness or means they will require housing with special accessibility or alterations.

Minimum required information

Without certain information the department is unable to make a full and proper assessment of an applicant's/tenant's need. The letter you write must provide evidence of the applicant's/tenant's requirements.

Below is a list of the minimum information the department requires when assessing an applicant's/tenant's needs:

- how long you have been providing a support service to the applicant/tenant
- the kind of support the tenant/applicant is receiving from your organisation and the estimated length of time you expect this to last
- how the lack of housing impacts the applicant/tenant's health or wellbeing
- the specific impact the provision of housing will have on the applicant/tenant

- what alterations or additions may be required to accommodate the applicant's/tenant's need
- authorisation from the applicant/tenant that you may share this information with the department
- a declaration of any real or perceived conflict of interest.

The department will only accept letters of support that:

- detail the applicant's/tenant's full name and date of birth
- is typed or written on an official letterhead of a recognised professional agency or organisation
- is legible if handwritten.

Where can I get more information?

For more information contact your local Department of Housing and Community Development office:

Greater Darwin	(08) 8999 8814
Nhulunbuy	(08) 8987 0533
Tennant Creek	(08) 8962 4497
Katherine	(08) 8973 8513
Alice Springs	(08) 8951 5344
Palmerston	(08) 8999 4767

Visit www.housing.nt.gov.au