

## Public Housing Safety Officers fact sheet

Public Housing Safety Officers help to promote a safe and secure community in and around public housing. They work with people and organisations in the community to help reduce antisocial behaviour.

### What is the role of Public Housing Safety Officers?

Public Housing Safety Officers engage with tenants, neighbours and visitors to resolve and reduce antisocial behaviour in and around public housing. They act on complaints of antisocial behaviour in and around public housing.

Public Housing Safety Officers work closely with other government agencies and community service providers to ensure a coordinated approach to addressing antisocial behaviour. They undergo specialised training and are appointed under the *Housing Act*.

### What authority do Public Housing Safety Officers have?

Although their primary function is to engage and communicate with tenants and their visitors, Public Housing Safety Officers also have certain powers under the *Housing Act* to assist in managing antisocial behaviour.

The powers Public Housing Safety Officers have include the ability to:

- request the name and address of a person and evidence of their details
- direct people to stop antisocial behaviour
- direct people who are not tenants or recognised occupiers to leave a public housing property
- ban people from public housing for up to 12 months
- tip out alcohol
- seize dangerous items.

### How to identify a Public Housing Safety Officer

Public Housing Safety Officers use vehicles that are clearly marked Public Housing Safety.

They wear a dark uniform labelled Public Housing Safety. Each officer will also have an identity card.

Public Housing Safety Officers are equipped with body worn video cameras, attached to the front of their uniform. Footage collected from the cameras help in providing accurate records of events, improving accountability and transparency and assisting in the resolution of disputes.



### How do I make a complaint about antisocial behaviour?

If the matter does not require urgent assistance, you can report it to the Public Housing Safety Hotline on 1800 685 743, Monday to Friday from 8am to 4pm.

For assistance after hours contact the NT police on 131 444. If the situation is an emergency call the police on 000.

## How do I provide feedback about a Public Housing Safety Officer?

You can call the Department of Housing and Community Development on 1300 301 167, Monday to Friday during business hours or email

[Housing.Complaints@nt.gov.au](mailto:Housing.Complaints@nt.gov.au)

### More information

For more information about Public Housing Safety Officers or for help with managing antisocial behaviour contact your local Housing office:

Alice Springs	8951 5344
Greater Darwin	8999 8814
Nhulunbuy	8987 0533
Arafura Region	8995 5122

Tennant Creek	8962 4497
Katherine	8973 8513
Palmerston	8999 4767

Or visit [nt.gov.au](http://nt.gov.au)

